

# Newsletter

## Quarter 1 2025

### Issue 23





# Hear from Our Clients



We're always grateful for feedback from our clients, and this recent review highlights what we strive for at Region Security Guarding—reliable, professional, and adaptable security services.

Providing punctual and friendly guards who easily adapt to each client's unique procedures is at the heart of what we do. A huge thank you to our dedicated team for their hard work and to our valued client for their trust and continued partnership!

## **Recognised for Inclusivity**



We're starting 2025 with incredible news. Region Security Guarding has been named the Diversity and Inclusion Champion at the 2025 Small Business Awards! This recognition is a huge honour and highlights our commitment to inclusivity.

At Region Security Guarding, we firmly believe that diversity strengthens not just our team, but the security industry as a whole. We're dedicated to building an inclusive and supportive workplace, ensuring that every individual feels valued. But that's not all! We're also finalists for Best National Small Business, a testament to the hard work, dedication, and passion of our entire team. Their commitment to delivering exceptional service every day has made this achievement possible. A massive thank you to our incredible staff and clients. Your continued trust and support inspire us to keep raising the bar! Here's to another fantastic year of growth, excellence, and positive impact. Thank you, Business Awards UK!

## **Quarterly Feedback - Q1**

As part of our ongoing commitment to transparency and continuous improvement, we've pulled together a snapshot of the key feedback and performance highlights from Quarter 1.

- **Customer Satisfaction:** We achieved a strong score of 94%, above our 90% target. This reflects the positive relationships we continue to build with our clients and the professionalism shown by our teams.
- **Complaints:** Only one complaint was received during the quarter, which was resolved quickly and to the customer's satisfaction. This shows the effectiveness of our processes in addressing issues as they arise.
- **Employee Feedback:** Both office staff and guards gave very positive feedback, with scores of 96% and 95% respectively. This is encouraging and highlights the continued progress we're making on wellbeing, communication, and engagement.

Overall, Q1 shows we're heading in the right direction, with strong performance in customer satisfaction, staff feedback, and community involvement. At the same time, we've identified some areas to tighten up, particularly around incident prevention and attendance.

Thank you to everyone for your continued hard work and commitment.





## Get In Touch

Want to learn more about what we do - why not get in touch with us today? We can easily be contacted by phone, email, or live chat on our website.



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[www.regionsecurityguarding.co.uk](http://www.regionsecurityguarding.co.uk)

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