



Complaints Policy

Should you have any complaint, we have a clear complaints procedure embedded within our business operation and our aim will be to deal with any problems quickly and fairly. Our partnership approach, based upon agreed KPIs should ensure that quality improvement forms part of our ongoing communication. In terms of our process, we commit to:

- Be accessible and simple to use.
- Ensure resolution is speedy, with established time limits for action
- Be fair, with objective investigation procedures
- Maintain the confidentiality of both staff and clients
- Effectively address all issues raised and provide appropriate redress
- Provides information to which we can use to improve our services

If any matter is deemed to require a more formal approach, any formal complaint will be acknowledged in writing within 5 working days (though this will largely be within 24hrs via email and 3 working days via mail). An investigation into the cause of your complaint will be undertaken and a detailed response will be provided.

We use all complaints or comments as a learning opportunity and ensure that any lessons or alterations to procedure or practice which arise are widely disseminated throughout the company.