

COMPLAINTS PROCEDURE

We take complaints very seriously and try to ensure that all our clients are pleased with their experience.

When clients complain, they are dealt with courteously and promptly so that the matter is resolved as quickly as possible. This procedure is based on these objectives.

Our aim is to react to complaints in the way in which we would want our complaint about a service to be handled.

The person responsible for dealing with any complaint about the service which we provide is the Neil Griffin.

If a client complains by telephone or in person then if Neil Griffin is not available at the time, then the client will be told when they will be able to talk to Neil Griffin and arrangements will be made for this to happen. We will make a written record of your complaint and provide the client with a copy.

We will acknowledge the client's complaint in writing and enclose a copy of this code of practice as soon as possible, normally within 3 working days.

We will offer to discuss the complaint at a time agreed with the client, asking how the client would like to be kept informed of developments, for example, by telephone, face to face meetings, letters or e-mail.

We will inform the client about how the complaint will be handled and the likely time that the investigation will take to be completed. If the client does not wish to discuss the complaint, we will still inform them of the expected timescale for completing the process.

We will seek to investigate the complaint speedily and efficiently and we will keep the client regularly informed, as far as reasonably practicable, as to the progress of the investigation. Investigations will normally be completed within 10 days.

When we have completed our investigation, we will provide the client with a full written report. The report will include an explanation of how the complaint has been considered, the conclusions reached in respect of each specific part of the complaint, details of any necessary remedial action and whether the service is satisfied with any action it has already taken or will be taking as a result of the complaint.

Proper and comprehensive records are kept of any complaint received as well as any actions taken to improve services as a consequence of a complaint.