

Complaints Policy

The Company views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the consumer or organisation making the complaint.

Our policy when dealing with complaints is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- To make sure everyone at The Company knows what to do if a complaint is received;
- To make sure all complaints are investigated fairly and in a timely way;
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired; and
- To gather information which helps us to improve what we do.

Complaint Handling

In many cases, a complaint is best resolved by a Quality Assurance Officer, who may be able to deal with the complaint immediately with the aim of achieving a fair outcome swiftly.

Complaints made regarding individuals within the business will be feedback at the earliest opportunity, regardless of the outcome. Emphasis is made on identifying the cause of the complaint, finding resolution for the consumer and eliminating the chance of reoccurrence.

On receiving notification of complaint, the Quality Assurance Officer will record it within the complaints log and completes a Complaints management form found within the complaints folder. Once logged an investigation is launched.

It's the company's aim to resolve a complaint within 21 days, however should additional investigation be required, we aim to send a response 6 weeks. If it is not possible to provide resolution in such a timescale, the customer will be notified of the reasons why and be given an estimated resolution timescale.

Complaints regarding an introducer can be raised through The Company, with notification being sent to the Introducer within 24 hours.

Introducers have 5 working days to complete a full investigation and return the findings to The Company. The investigation pack should include a complete internal complaints form for review by the Quality Assurance Officer.

Raising a Complaint

Please raise correspondence to any means of correspondence listed on our Contact Us page.