

Disputes and Complaints Policy

Dispute Management

1.	Should such a situation occur, our first step would be to seek a meeting with the client so that we can understand the reason for the dispute. We would then take all reasonable steps to rectify the situation.
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Complaints – External

The management of all complaints is in partnership with our clients and we will operate in accordance with their internal complaints process (if applicable).

Aims and Objectives

The aims and objective of the Complaints policy is to ensure that all client issues and/or complaints are dealt with as promptly, efficiently and effectively as possible.

An open and honest dialogue must be maintained with clients at all times, which includes listening and responding to their ideas and feedback. Customer care is essential to the business and minimises the chances of complaint.

All feedback, including negative, should be taken constructively and the business must actively seek to develop from it. Where we are at fault we will always admit it, apologise for it, and seek to find a mutually acceptable solution.

Should a client have reason to complain we will always acknowledge the complaint, seek to understand its basis, and actively try to resolve the problem. Where complaints cannot, for whatever reason, be addressed locally they will be escalated to the department head, managing director, or company secretary as appropriate, following the procedure below:

1.	All complaints will have an acknowledgement sent out in a timely manner. We will ensure that our clients have a defined point of contact when dealing with their complaint from start to completion, thereby ensuring a swift and trouble free resolution. All complaints will be taken seriously and the resolution of these will be prompt.
2.	We will endeavour to resolve all complaints and close off as soon as possible.
3.	The client will be kept informed during the process.
4.	Any complaint will be logged against the initial case record on CRM to ensure a robust audit trail is maintained.

Complaints – Internal

1.	Should there be a complaint from a member of staff it would always be picked up by their line manager and escalated as appropriate. Staff are directed, on appointment, to the company's grievance procedures which are centrally located on our company server.
2.	Internal complaints would initially be resolved by internal discussion, but we would seek external support where this was not possible.

Signed: XXXX

Nick Burrows
Managing Director

Date: 1 April 2024