



Complaints Procedure

Talk to us

We strive to deliver the best service we can to all our clients. If we miss the mark, we ask that you speak with us at the earliest opportunity. Every client has the right to make a complaint. We understand that we may not always get everything right and, by talking to us about the problem you have encountered, we will be able to resolve the issue and improve our services to you and other clients.

Who to talk to?

Most complaints can be resolved by speaking to the employee who is your designated Contract Lead. They will follow this procedure to resolve the matter with you. If they are unable to resolve the matter however, and you feel that you need to speak to the Complaints Manager then please contact them directly using the details below. A complaint can be made verbally or in writing.

Time Frame for Complaints

The time constraint on bringing a complaint is 3 months from the occurrence giving rise to the complaint. You will receive a response to your complaint within 3 working days. We will aim to investigate and provide you with the findings as soon as we can and will provide you with regular updates regarding the investigation of your complaint.

Final response

We will issue you with a final formal response which will provide full details and the outcome of the complaint.

Complaints Manager Contact Information
Marsha Cox
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