

INTERNAL COMPLAINTS PROCEDURE

These guidelines have been produced as an easy guide on how we will deal with your complaint, in the event that our service falls short of your expectations.

- We will acknowledge your complaint within 5 business days of receipt and a Complaints Officer will investigate your concerns.
- In most cases you will receive a response within 4 weeks of us initially receiving your complaint. However, in the unlikely event that we are unable to provide a response within 4 weeks, we will write to you with an update, explaining the reasons for the delay, along with details of when you can expect to receive our response.
- Following this we will write to you again with our Final Response.
- Should you feel that we have not fully considered all of the information provided, or you have new information that you wish to bring to our attention. We will re-open the complaint, re-investigate and provide you with a further Final Response.

At this point our Internal Complaints Procedure is considered to have been exhausted.