

Complaints Procedure

We want the quality of our services to consistently meet your expectations as well as our own high standards. In working with you we aim to meet a shared standard in quality of service. If you are dissatisfied with our services then we would encourage you to make us aware of that, either by feedback, constructive criticism or via your right to complain.

What you can expect from us

- We will treat all complaints seriously
- We will deal with all complaints promptly
- We will learn from complaints and take action to improve our service

Let us know if you are unhappy about

- any aspect of our work
- a member of our team providing poor service or demonstrating unprofessional conduct
- a policy issue and its impact on you

How to make a complaint?

Dealing with a complaint immediately?

We would encourage you to speak to the person responsible for the issue directly there and then or as soon as possible afterwards.

If you do not feel comfortable speaking directly with the person then you can complain via correspondence or over the phone at a later time. You also have the option to contact the Director of the company.

Please remember our team are skilled in dealing with difficult situations and people's concerns. They will want to

- Put you at your ease and help you talk about your concerns
- Hear your complaint and understand it fully
- Ensure you have said all you want to say and that you feel heard and understood

- Accurately identified all your concerns and issues
- Be clear about what you want to resolve and what you would like to see happen
- Offer our perspective on the situation
- Agree a way forward with you to find a resolution

Other options

You can complain via phone call, email or post. Please say clearly that you are dissatisfied with our services and wish to complain. On the phone we listen and understand your concerns and treat you in the same way as we have outlined above. We will respond to emails and letters within 5 working days of receipt. In that receipt, we will tell you how long it will take to make a detailed response. We will then investigate your complaint carefully and thoroughly. We will then write back to you with a full reply within 14 working days. If you have a complaint but are unable to write or email, we will make a written note of your complaint and provide a response in the format you prefer.

We want to help you resolve your complaint as quickly as possible. If the issues are complex then we may need longer than the timescales outlined here. If we ask for more time, we will explain why this is the case and agree a new deadline for us to get back to you.

If your concern falls outside our range of responsibilities we will say so and explain why.

At any stage, if you are not satisfied with your response from the person concerned, or feel unable to deal with them, then you can contact the Director of the company.

If we disagree and you are not satisfied with our responses, we would like to meet in person to resolve the matter.

Further assistance – Independent help

In the event of disagreement we have further options to assist us in this situation

Mediation – If there is disagreement or tension then we can agree an independent mediation provider to help us resolve the situation.

Review – In some circumstances it may be helpful to refer your complaint to someone independent of the organisation. They can review your complaint and the

way we have handled it. We will discuss this option with you and agree the best way forward.

Contact Details

Steve Hindmarsh

Director

Steve Hindmarsh Ltd

St Brandon's House

29 Great George St

Bristol

BS1 5QT

0800 028 3866

contact@stevehindmarsh.co.uk

www.stevehindmarsh.co.uk

Or contact us our online form here – [contact](#).