

Complaints Policy

This document describes the Complaint Handling Policy, which has been implemented to ensure that all complaints are dealt with and handled in a professional manner.

The aim of the policy is to ensure that:

1. We deal with all complaints openly and thoroughly
2. We aim to resolve complaints promptly
3. We update the complainant throughout the process
4. We aim to arrive at a satisfactory outcome
5. We review complaints on a regular basis and where applicable use them to improve our processes and service levels.

Although we will do everything we can to meet or exceed your expectations, in the event that you should find you have an issue or complaint with our service, we urge you to contact us. In the first instance, you should contact our administration team at QMLS via telephone or email.

1. If you have telephoned, we hope that we will be able to deal with the issue or complaint to your satisfaction immediately.
2. You will receive a letter or an email, acknowledging your complaint within 2 working days upon receipt of complaint.
3. Your complaint will be recorded on our register and will be used to improve our service to our clients.
4. The Director will then start to investigate your complaint and provide a written reply to your complaint within 5 working days.
5. At this stage, if you are still not satisfied with our response, we will review this again and reply within 3 working days to your further complaint.
6. If we are unable to meet the timescales above whilst dealing with the complaint, we will let you know and explain why.

We are always seeking to continuously improve our service and will keep a record of your complaint and the outcome will be held centrally for analysis. Whatever the outcome, we assure you that we will be examining our Customer Care processes and procedures to try to ensure that the issue does not arise again.