

Complaints Policy

This document sets out the complaints process to be followed by all clients/tenants.

Business in Focus is committed to ensuring that we deliver the highest standards of customer service throughout all business activities.

We are committed to ensuring that all complaints received are fully investigated in an impartial and timely manner in accordance with the policy outlined below.

How to make a complaint

If a client/tenant wishes to make a formal complaint this should be put in writing and sent to the following address:

By post: Quality Systems Adviser
 Business in Focus
 Unit 14/15 Bocam Park
 Old Field Road, Pencoed
 Bridgend
 CF35 5LJ

By e-mail: hello@businessinfocus.co.uk

Or telephone 01656 868545 for further details.

Any complaint submitted should include the contact details for the complainant, the details of the complaint and any supporting evidence.

How soon we will deal with your complaint

When complaints are received we will seek to acknowledge receipt within two working days. This will be either via e-mail or letter and will outline who is dealing with the complaint and the timescales involved.

If the details of the complaint are not clear and there is any ambiguity about the subject matter the complainant will be asked to clarify the nature of the complaint before the investigation is undertaken.

At this stage, we will also ask the complainant to provide any supporting evidence they wish us to take into consideration when investigating the complaint.

Where a Subject Access Request is made as part of the complaint this will be treated in accordance with the Information Commissioner's Office guidelines. The request will be acknowledged and fulfilled within 40 days.

Complaints Policy

Resolving complaints

Stage 1

The complaint will usually be investigated by the Quality Systems Adviser and if the complainant has supplied any supporting evidence this will be taken into consideration during the investigation.

Stage 2

Once the complaint has been investigated the findings will be reported to the Chief Executive within ten working days. The Chief Executive or nominated person will then respond with the findings to the complainant.

Following resolution of the complaint, a final response will be sent to the complainant within eight weeks of receipt of the complaint.

Additional Information

We will ensure that all complaints remain confidential. However, in some cases the nature of the complaint may mean that this is not possible. Where this situation arises we will discuss this with the complainant on an individual basis.

All complaints will be logged in the complaints file held in the head office. Copies of all correspondence and reports relating to the complaint will also be retained. Complaint records will be kept on file for a minimum three year period in order to comply with FCA guidelines.

All complaints are reviewed regularly and we will change any processes where necessary as part of our commitment to continuously improving the standard of service we offer.