

COMPLAINT / INVESTIGATION PROCEDURE

Carney Consultancy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

As a service provider to a range of Clients, Carney Consultancy will endeavour to incorporate Client's requirements into our existing complaints procedure, whilst ensuring that our procedure provides service at the highest possible standard for all customers.

Carney Consultancy promise to our customers

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To ensure that everyone at Carney Consultancy knows what to do if a complaint is received
- To ensure that all complaints are investigated fairly and in a timely manner
- To ensure that all complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

In implementing the policy Carney Consultancy will:

- Use the information from complaints to improve our service.
- Strive to employ best practice in data management

Investigation Process

- (a) Any complaint to be reported to the Company Director.
- (b) Company Director to review the complaint and log accordingly on the internal documentation.
- (c) Follow up actions to be considered dependant on the level of the complaint.

SIGNED



Angela Carney

Director

08th April 2021