

# Complaints Procedure

## Level 1 (informal):

- Where possible, complaints should be raised immediately with the member of staff responsible either verbally or via email, with the aim of resolving the problem directly and informally.
- If you remain dissatisfied with the response to your complaint at level 1, you should use level 2 of the process.

## Level 2 (formal):

- Where it has not been possible to resolve your complaint at level 1, you should email your complaint to Philip Smithson at [phil@onoffgroup.com](mailto:phil@onoffgroup.com). In order for your complaint to be properly investigated, you must include full details of your complaint, any relevant documentation, what attempts you have already made to resolve the complaint, and state what outcome you seek.
- Level 2 complaints must be lodged within three months of the conclusion of the level 1 complaint. You should expect to receive an acknowledgement of the receipt of your complaint within five working days.
- The person in charge of investigating your complaint will request a meeting to discuss the issues in person.
- You will be informed in writing of the outcome of your complaint. We aim to resolve all level 2 complaints within 30 business days of acknowledgement of receipt.