

## **COMPLAINTS POLICY AND PROCEDURE**

### **Complaints Policy**

Petrolic Consultants Ltd is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

### **Complaints Procedure**

If you have a complaint, please put all concerns in writing to the General Manager, Mr Kevin Green, at 174 High Street, Guildford, Surrey. GU13HW.

### **Next steps**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. Your complaint will be recorded in our central register within one day of receipt.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Our General Manager will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this within 5 days of the end of our investigation.
6. Within 2 days of meeting our General Manager he will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, our General Manager will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. This will be done within 5 days of completing his investigation.

7. At this stage, if you are still not satisfied you can write to our Managing Director, Mr R.A.Sax, who will review the General Manager's decision within 10 days.
8. If you are still not satisfied, you can contact the REC, the industry trade association of which we are a member, by writing to the Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT.

If we have to change any of the time scales above, we will let you know and explain why.