



JP CONSULTANCY

Specialists in Innovative ICT & Energy Service

Energy Services – Engineering Consultancy - CCTV – GDPR Services

Unit 13
Bridlington Business Centre
Enterprise Way
Bessingby Industrial Estate
Bridlington
YO16 4SF
Tel 01262 609091
E-Mail enquiries@jp-consultancy.co.uk

Complaints policy and procedure (20/06/2022, V1.28)

1 Policy Statement

Here at JP Consultancy we believe that the views of our customers must be listened to and acted on. Our staff should encourage discussion and action on issues raised by our customers and suppliers before they develop into problems and complaints. However, when problems arise, service-users/clients should feel confident and enabled to bring them to our attention. JP Consultancy wants to learn from people who use our services. Where we can we want to make improvements. Therefore strange as it may seem we welcome complaints, compliments and comments from our customers.

We hope to resolve most complaints informally by discussion with our customers. We recognise however that some people may not feel able to discuss their complaint with staff or may feel that this approach has not improved matters. For such situations, we have a formal Complaints Procedure.

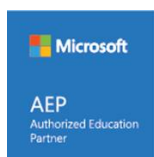
Complaints will always be dealt with professionalism and in the strictest confidence. If others need to be informed (in the case of energy clients, the Ombudsman Services Energy Broker ADR Scheme), this will be discussed with the person making the complaint. Complaints should be dealt with informally within two weeks. If it is likely to take longer, the person making the complaint will be kept informed. All formal complaints will be recorded, with details of findings, action and outcome.

2 The Complaints Procedure

Stage One (where our staff try to solve your complaint informally)

If you have a problem with our service, we want you to feel able to talk to a staff member of your choice about it. This helps us to understand your concern and sort it out as quickly possible.

A note of the problem and the solution will be made and kept at our offices and you are welcome to view these upon request.



Stage Two (where you speak direct to our Company Owner)

If talking with staff does not help or if you feel more comfortable talking with someone who has greater authority, you can ask to meet with JP Consultancy's Owner, John Pearson. He will listen to your complaint and try to help you sort out the problem. A note of the problem and the solution will be made and kept at our offices and you are welcome to view these upon request. This informal process should take no more than four weeks.

Stage Three (where we treat your complaint as a formal complaint)

If these informal discussions are unsuccessful in resolving your complaint and you remain dissatisfied, you can make a formal complaint by writing to JP Consultancy's Owner at Unit 13, Bridlington Business Centre, Enterprise Way, Bessingby Industrial Estate, Bridlington, YO15 4SF.

On receiving your complaint the Owner will write to you within seven days explaining the process to follow. They will arrange for an investigation into your complaint, usually by a senior member of staff. This may involve a meeting with you, at which you can be accompanied by anyone you think might be helpful. The Owner will receive a report by the person investigating and will then inform you in writing what action is proposed to resolve the complaint.

The whole process – from the receipt of your letter to reaching a proposed solution – should not take no more than four weeks.

Stage Four (A review - where you can ask us to reconsider the outcome of your formal complaint)

If you remain dissatisfied with the outcome of your formal complaint, you can ask for it to be reconsidered by the Owner, or in the case of energy clients contact the energy ombudsman, they will review the way your complaint has been handled. The ombudsmen service is a free service. (OMBUDSMEN SERVICE Ltd, Co Reg: 04351294)

You must request this review within four weeks of receiving the final letter.