

Impactt complaints procedure

Impactt is committed to providing good quality service. However we recognise, that sometimes we get things wrong or make mistakes. To deal with this we have a complaints procedure.

Your complaints

We do not consider your complaints unwanted. In fact, they may help us see where our services can be improved. So do let us know where you feel we have made an error or done something which you found unsatisfactory. Even if you do not think your concern is really a 'complaint' we would still like to know about it. You may help us to deal with something we could otherwise overlook.

How to make a complaint

- 1 Make your complaint in the first instance to the person you have been dealing with. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager or for the Director, Rosey Hurst. You can complain to us in person, by letter, fax, email or phone. Please give us as much information as possible: be specific in your complaint giving facts and examples. We will let you know we have received your complaint within five working days and aim to give you a full reply within 10 working days. We will let you know if it is going to take longer.
- 2 We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, and not satisfied with our response you can write to the Director, who will review your complaint and reply within 15 working days.
- 3 The address for formal complaints to the Director is Rosey Hurst, 33 John's Mews, Holborn, London WC1N 2NA

Our commitment to you

We will reply to or let you know we have received your complaint within five working days.

We will investigate your complaint

If it is not possible to give you a full response immediately, we will contact you to explain the reason and give you a date when you can expect to hear from us.

We will keep your complaint confidential.