

MONKSLEY LIMITED

Complaints Policy / Procedure

This policy explains how,

- You, the client can raise a complaint about me or my services
- How I deal with complaint

How to make a complaint?

Please complete the following details within an email to monksley@btinternet.com

- Your name
- Your address
- Telephone
- Date of Incident
- Approximate time of incident
- Complaint
- What action would you like to be taken?
- What times are convenient for you to have an appointment to discuss this?

This email may be used to make a complaint regarding the provision of services from Monksley Limited

Upon receipt of the complaint a written acknowledgement response will be issued within 7 days

I will ordinarily make a full response via email within 14 days of receipt of the complaint. If the investigation appears to take longer, I will contact you with an anticipated timeframe.

I always hope that any dispute can be dealt with at the lowest possible level, however, if the complaint cannot be resolved in this manner you may wish to obtain legal advice.

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