

IoFMT Professional Services Limited

Complaints Handling Procedure

Document ID	Version and Date	Changes
SOP/CHP	V1 – 13/12/2024	N/A
Updated By	Approved By	Data Classification
N/A	Chris Adams	Public

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Document Control

This document is the responsibility of the Author. It is subject to formal change control after the initial approved release (which is version 1). Change requests must be communicated to the Author in writing.

Agreed changes are recorded in the Version History of the document (see below).

Version History

Date	Version	Author	Changes
13/12/2024	Version 1	Chris Adams	Document created

Reviewers

Date	Name	Role
13/12/2024	Chris Adams	Director

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Overview

We have in place a Complaints Handling Procedure (CHP) should you be dissatisfied with our service and decide to make a complaint.

Our Complaints Handling Procedure (CHP) has two stages:

Stage One

- Provides IoFMT Professional Services Limited the opportunity to review and consider your complaint in full.
- IoFMT Professional Services Limited will endeavour to resolve your complaint to your satisfaction
- If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two

Stage Two

- Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent third-party

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Contact Details

We would ask that if you have spoken to us about your complaint that you put the details of your complaint in writing. This is to ensure that we have a full understanding of the reason for your complaint. We have added a table which can be completed and returned to us.

Category	Information and Details
Complainant Details	
First and Last Name(s)	
Email Address(es)	
Telephone Number(s)	

Please send your written complaint to:

Chris Adams
IoFMT Professional Services Limited
85 Great Portland Street
London
W1W 7LT

Alternatively, you can email your complaint to Office@IoFMT.com

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Reference:

[Complaints_Handling_Procedure_and_Log_Framework.pdf](#)

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