



Complaints Policy & Procedure

Version	Date	Author	Rationale
V0.1	Sep 20	Emma Morris Find My Unicorn	First Draft
V0.2	Sep 20	Emma Morris Find My Unicorn	Final Review
V0.3	Feb 21	Emma Morris Unicorn VA Services	Change of business name and logo



Complaints Policy

Unicorn VA Services 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 contact Emma Morris (Owner) by phone 07783 683652 / 01452 451466 in the first instance so we can try to resolve your complaint informally

At this stage if you are not satisfied please contact Emma Morris (Owner). You can write to her via email: emma@findmyunicorn.co.uk

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 (5) days of us receiving your complaint
2. We will record your complaint in our central register within one (1) working day of receiving it
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 two (2) days of your reply
4. We will then investigate your complaint. This will normally involve the following steps:
 - a. We may ask the member of staff who dealt with you to reply to your complaint within five (5) days of our request
 - b. we will then examine the member of staff's reply and the information you have provided for us. If necessary, and you are comfortable, we may ask you to speak to them. This will take up to two (2) days from receiving their reply



5. Emma Morris will then invite you to meet her (virtually) to discuss and hopefully resolve your complaint. She will do this within two (2) working days of the end of our investigation

6. Within one (1) days of the meeting, Emma Morris will write to you to confirm what took place and any solutions she has agreed with you

If you do not want a meeting or it is not possible, Emma Morris will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within five (5) days of completing the investigation

If we must change any of the timescales above, we will let you know and explain why

