

Complaints Policy

Should you choose to use our services, regardless of your capacity or reason for doing so, we hope that you are fully satisfied, but if not we would very much appreciate hearing about your concerns either informally by calling Dany Brunton, Director, on 07725 986185 or formally by completing and submitting this form by email to Dany at dany@theoriseltd.com. Dany will either investigate or allocate responsibility to a team member from whom you will receive an acknowledgement of your complaint within two working days. We will make every effort to review and finally respond to you within five working days but in circumstances where this is not practicable we aim to finalise within twenty days of your original complaint.

If you are not satisfied with the outcome, please let the person who dealt with you know and that you wish to take the matter further. You may then submit an appeal to Angela Brunton (email angela@theoriseltd.com) who will personally investigate the issue(s). Although the Company will always be willing to try to resolve your complaint as amicably as possible, a decision reached at the appeal stage will be final.

Please Note: The Theorise Complaints procedure is full disclosure. The information will be held in line with the Data Protection Act and updated GDPR and will only be used for the purpose of your complaint. You will be asked to confirm your consent to this at the bottom of the form. (Consent may not be required if the information is in the public arena).

Personal Details

First Name:	
Surname:	
Relationship with Theorise Ltd	

Your Daytime Contact Number:	
Your E-mail Address:	
Your Mobile Number:	

Your Complaint

Please provide a concise summary of your complaint, ensuring the following information is included if relevant:

1. What it is you are complaining about
2. The circumstances in which the complaint arose
3. An outline of the events complained of, including the date/s the event/s took place, in chronological order (please note that Theorise cannot investigate complaints that are over a year old or subject to legal proceedings)

Continue on separate sheet if required

Please attach any relevant documentary evidence such as legal or statutory findings, emails, letters and notes taken during conversations, in order to support the points, you are making.