

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, in the first instance, by calling Dany Brunton, Director, on 07725 986185 or formally by completing and submitting this form by email to Dany at dany@theoriseLtd.com.

All complaints will be logged at the first point of contact regardless of medium used. Based on the perceived severity of the complaint at this stage, responsibility will either remain with a Director or will be allocated to a team member. As the complainant you can expect a written response within two working days for verbal complaints and within a maximum of five working days for written complaints. We will make every effort to review and finally respond to you within the five working day period but in circumstances where this is not practicable, we aim to finalise within twenty days of your original complaint. You will receive regular written updates on progress

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) and will endeavour to conclude the case within five working days. The Company treats all complaints seriously and will always hope to resolve your complaint as quickly as possible, and to your complete satisfaction, we regard a decision reached at the appeal stage as 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.