# Compliments and Complaints Policy

## This Compliments and Complaints Policy covers:

This policy covers those directly receiving the provision of any service by Be Herd LTD. (“Company”)

## The Company:

* strives to provide excellent Service and Training;
* values and encourages any concerns to be raised as early as possible with an The Company;
* takes all Compliments and Complaints seriously and reaches out to all parties involved;
* values the time taken to bring Compliments and/or Complaints to our attention and uses such Compliments and Complaints and feedback as a mechanism for continuous improvement;
* is committed to carrying out a thorough investigation and working through amicable solutions;
* records and maintains a record of all Compliments and Complaints;

## Making a Compliment

If you wish to formally Compliment The Company on any aspect, please contact The Company in writing either by post or email.

## Making a Complaint

If you wish to raise a Compliant against The Company on any aspect of same’s business, please contact The Company in writing either by post or email, as follows:

* duly complete the Compliments and Complaints Form and submit to The Company or an appropriate other person in the case that anything raised is in relation to the same either by email or post (see below);
* this must be done **within one (1)** calendar month of the date of the event that the complaint relates to;
* we will look to acknowledge your Complaint as soon as is reasonably possible and in any event **within five (5) working days from receipt of the same**;
* we will keep you informed at each stage of the Complaints process;
* the duration of the Complaints process is dependent on the nature and complexity of the Complaint and the availability of associated documentation. Having said this, a Complaint will normally be either responded to or a progress update given at **10 working day intervals** thereafter until the Complaint has reached a satisfactory conclusion. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, **the final decision will rest with the Company’s Directors**;
* we do not charge any fees to cover the administrative and member costs involved in dealing with Complaints.

## Contact us:

Please send the Company your duly completed Compliments and Complaints Form marked for the attention of Director By email to rachel@beherdltd.co.uk or by post to: Be Herd LTD, 14 Ellbourne Road, Manchester M9 8EU. Please note that the Company Mindset will not accept anonymous complaints.

## Legal Advice: If, at any point, any of the parties involved wish to place the matter in the hands of their solicitors, The Company will only continue to communicate through the respective solicitors. This does not prevent any of the parties seeking legal advice.

## Feedback or Opportunity to Improve

The Company is committed to ensuring all our members, learners, service users have a positive experience with us. However, we recognise that there may be an occasion where you consider there is some feedback or an opportunity for The Company to improve and wish to bring this to our attention. We welcome all feedback which will help us improve our service. Please contact The Company through the email address with your feedback.

Handling of Your Personal Data Please note that our Data Protection Policy can be found at [www.beherdltd.co.uk](http://www.beherdltd.co.uk) around how we use and protect this information.