
Complaints Policy

Tracey Field Consulting Ltd – Complaints Policy

I hope everyone who works with me feels satisfied with the service I provide. But if you ever have a concern or complaint, I want to hear about it so I can put things right.

If you have a complaint:

1. Please let me know by phone or email as soon as possible.
2. I will acknowledge your complaint within 3 working days.
3. I'll aim to respond fully within 10 working days, or let you know if I need more time to investigate.
4. I'll work with you to find a fair and reasonable solution.

I treat all complaints seriously and use them to help improve my services.

Signed:

T. Field

Tracey Field

Director
Tracey Field Consulting Ltd