

PHOENIX SEARCHES LIMITED (Trading as Search Acumen)

Complaints Policy

Search Acumen views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Search Acumen knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Search Acumen.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in or trading relationship with Search Acumen

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Search Acumen's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with The Directors of Phoenix Searches Limited

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure of Search Acumen

Publicised Contact Details for Complaints:

Written complaints may be sent to Phoenix Searches Limited (T/A Search Acumen) at The Maidstone Studios, New Cut Road, Maidstone ME14 5NZ or by e-mail at info@search-acumen.co.uk.

Verbal complaints may be made by phone to 0800 2404746 or in person to any of Search Acumen's staff.