



## Complaining to us

### *Concerto IP Limited Complaints Policy & Procedure*

#### **Complaints – Basic Policy**

We value you as a client. If a problem occurs, we are keen to hear about it and to try to put things right.

If a problem should occur, please tell us right away.

A Director will be responsible for dealing with any complaint you make.

You are entitled to a full written response from us to your complaint following an appropriate investigation which we are obliged to carry out.

This can take some time but we will always aim to provide a full response within 1 week if possible.

If it is not possible eg because information needed to complete the investigation is not available in time, we will write to you within that week to explain. We will try to give you an estimate of when it will be complete at the same time, although we may ask you to bear with us at certain times, for example, in the case of holidays.

#### **Making a Complaint in the first instance by telephone**

If you prefer to make your complaint by telephone in the first instance, please feel free to do so, making it clear first of all that you have a complaint.

If no-one can take your call, we promise to return your call the same day if you call before midday or by midday the next day if you call later.

Unless you tell us in any such telephone call that you have decided not to make a complaint after all, we shall ask you to send us a letter setting out your complaint. We shall try to agree over the telephone with you a date by which you can conveniently do this. We will be very

flexible on this but, if we cannot agree, we will write to you indicating a date (not less than 2 weeks later) which appears to us to be reasonable in all the circumstances.

If we do not receive your letter by this time, we shall start the investigation and send you our written response, based on the facts as we know them, when it has been completed. We may telephone you first to check on one or more facts.

You are free to telephone us at any point if you consider it may assist you.

### **Making a Complaint in the first instance in writing**

If you prefer to make your complaint in writing in the first instance, please feel free to do so.

We shall start the investigation once we receive your written complaint and send you our written response when it has been completed. We may telephone you first to check on one or more facts.

You are free to telephone us at any point if you consider it may assist you.

### **Feedback and our Final Response**

When we write our response to you, we will invite you to provide your feedback in writing.

Because complaints are best dealt with speedily, we will ask for that feedback within 1 week but, if you ask us in writing to give you longer to provide it, we will accommodate any reasonable extra time you request.

We will write back to you within 1 week of receiving your feedback with our comments or, if you have not provided feedback by the date requested, we will write to you immediately after that date recording that your feedback has not been received. The letter we send will, in either case, normally represent our final written response to your complaint, and it will say so if it is. If it does, the letter will close our complaints procedure.

### **Taking Matters Further if you disagree with our Final Response**

Following our final written response, you are entitled to take your complaint to the Legal Ombudsman (on complaints regarding service) or to IPReg (on complaints about conduct). Information to assist you in both respects is available at links which appear in our current Terms of Business.

**We fully recognise that clients dislike making complaints. However, they should not be a source of embarrassment or unnecessary difficulty, so please do contact us if you feel you need more help than covered in this Note.**