**Complaints Policy** 

This policy applies to all companies within the Relyon Group.

In the event that a client satisfied with the service they have received, our customer service team, are available Monday to Friday, between the hours of 09:00 - 17:00 GMT, are trained to deal with complaints. Please email the details of any issue to  info@relyonservices.com or call us on 01454 631 621.

The member of staff will try, where possible, to resolve your complaint immediately. However, should you feel your complaint remains unresolved they will escalate it to our Head of Group Services, who will personally review the matter and decide upon the appropriate action.

Our staff will log this within our Action Log and we will aim to provide a response to your complaint within five working days and will contact you, unless otherwise requested, via email.

If you are unhappy with our first response, your complaint will be reviewed by our Head of Group Services, who will respond within a further five working days either supporting our original response or explaining our reasons for a new decision.

Our target response times are indicative, and it is possible that, due to work pressure, there may occasionally be some delays. As detailed above, once your complaint has been logged within our Action Log system, we aim to provide you with a satisfactory response within five working days. If a full resolution cannot be provided within five working days, we will contact you to advise an estimated time frame for completion.

Relyon is certified to ISO 9001 certification and as such encourages a culture of continuous improvement within our organisation. Should a complaint lead to the identification of an opportunity for improvement this will be raised as a Scope for Improvement (SFI) with the appropriate area of the business and appropriate priorities/ resolution times assigned accordingly.

