

We deal with all comments and complaints seriously. We promise that we will treat your comment or complaint fairly and impartially. We will not treat you differently because you have made a complaint. We will not discriminate against you on the basis of your age, disability, ethnicity, gender, religion, belief, sexual orientation or any other irrelevant ground. We aim to respond to you promptly – regardless of the subject matter. If we are unable to respond at the first point of contact, we aim to deal with your comment or complaint within ten working days of receipt. If it will take longer than this, we will inform you of any delay within ten working days. When things have gone wrong we will do our best to resolve matters quickly and fairly.

We will:

- explain what went wrong and why
- apologise when it is appropriate
- take action to remedy the situation, when possible.

If you are not satisfied with the response you receive, you can take the matter further by contacting the relevant complaints manager. We will provide you with details of how to do this when we respond to your complaint. If, following this, you remain dissatisfied then you may be able to refer your complaint to an external body for review. The complaints manager will provide you with more information when he or she responds to your complaint.