



ECS Complaints Policy and Procedure

Introduction

The Company always aims to provide the best possible service to its clients. However, we recognise from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by any person who use the Company's services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person, or by telephone, letter or email to the Managing Director who will acknowledge the receipt of the complaint, in writing, within ten working days. If the complaint is about the Managing Director, the complaint should be addressed to the ECS Chair

(marked 'confidential'). At this point, and any subsequent point, the complainant may be supported by a friend, but not a legal representative.

This is what we will do:

The Managing Director (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time- normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Managing Director (or Chair) agree any necessary further action with the complainant.

The complainant will have the right of appeal if dissatisfied with the results of the investigation and can put their case in writing to an appeal panel of ECS Board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

Unreasonably Persistent Complaints

The Company endeavours to provide a full and comprehensive response to all complaints received in accordance with this policy. However, there are occasions where certain complainants make continued and unreasonable complaints. In these circumstances, the Company's Unreasonable and Persistent Complaints Policy will be invoked.