



LEGON CONSULTING  
Ltd

## **Feedback and Complaints Procedure**

At Legon Consulting Ltd we constantly strive to deliver the best quality service possible to our clients.

Throughout our working relationship with clients, we very much welcome ongoing feedback regarding what's going well and areas where we could improve.

We see constructive criticism as a good thing – both for us as an organisation and for our current and prospective clients. Part of our ethos is establishing root cause for our clients and this applies equally for our business.

### **Feedback**

To provide us with feedback talk to us directly or drop us an email at [rachel@legonconsulting.com](mailto:rachel@legonconsulting.com) and we will respond to confirm receipt.

Where feedback is positive, we will strive to ensure that we are maximising that area of service throughout our business. Where the feedback is suggesting areas for improvement this will be referred to our Director (Rachel Legon) who will contact you personally to explore ways to improve the service for you in the short term and for you and other clients in the medium term.

### **Complaints**

Should any client feel that the service they have received falls below the expected standards, and we have failed to rectify the issue, we operate the following formal complaints procedure.

Where timescales are defined within this procedure, they are maximum durations, and we will always strive to fulfil the respective step as soon as is possible.

1. You should send an email to [rachel@legonconsulting.com](mailto:rachel@legonconsulting.com) entering "Formal Complaint" in the subject area. In order to deal with your complaint as swiftly as possible your email should provide the following:-

- A brief description of the issue.
- A brief description of any steps taken to resolve the issue informally.
- If appropriate, any potential resolution to the issue that you can foresee.

2. You will receive a response to acknowledge your complaint within no more than 5 working days. This will include a request for any further clarification of information required and a suggestion on how the complaint will be investigated and dealt with.
3. An appropriate investigation will be carried out, which will include, as necessary, discussions with yourself or other parties as required.
4. You will receive a conclusion to your complaint, including any suggested actions to resolve your complaint, by email within no more than 15 working days. Should our suggested resolution be accepted this will be enacted and no further steps in this procedure will be required.
5. Should our suggested resolution to your complaint not be acceptable you can appeal this explaining your reasons why and suggesting any alternative resolution that you feel we should consider or any information that we have missed.
6. We will consider your appeal and any further information provided and will respond within no more than 5 working days with our final conclusion. This conclusion may or may not be different to that reached in step 4 of this procedure. Should our suggested resolution be accepted at this stage it will be enacted and no further steps in this procedure will be required.
7. You will receive a conclusion to your complaint, including any suggested actions to resolve your complaint, by email within no more than 15 working days.
8. Should our suggested resolution at step 7 be accepted this will be enacted. With the exception of complaints regarding formal mediation no further steps will be taken regarding the complaint.
9. (for mediation complaints only). Where the suggested solution at step 7 is not considered acceptable you can escalate your complaint to the Civil Mediation Council (CMC). A link to their escalation procedure is provided [here](#).