



## Complaints Procedure

### Our Commitment

At Advanced SCS, we aim to provide a high-quality, efficient service to all of our customers. While we strive to get things right first time, we recognise that sometimes things may go wrong. We welcome feedback – both positive and critical – and use it to continually improve our services.

We define a complaint as any written or spoken expression of dissatisfaction with the service we provide. Every complaint is taken seriously, and we aim to:

- Deal with complaints openly, fairly, and thoroughly
- Resolve complaints promptly wherever possible
- Keep clients and instructing parties updated on progress
- Reach a satisfactory resolution
- Learn from complaints to improve our processes and service

### How to Complain

Our complaints procedure has **three stages**:

#### Stage 1 – Informal Resolution (Enquiry)

- Raise your concern with the team providing the service (in person, by phone, email, or in writing).
- We will try to resolve the matter immediately.
- If this is not possible, we will acknowledge your enquiry within **7 working days** and provide either a full response or a clear timescale for when you can expect one.



## Stage 2 – Formal Complaint

- If you are not satisfied with the outcome at Stage 1, you may escalate your complaint to one of our Senior Management Team (contact details below).
- You can make your complaint orally or in writing. If made orally, we will keep a written record.
- You will receive a response within 7 working days. If this is not possible, we will update you on progress and provide a new timescale.

## Stage 3 – Final Resolution

- If you remain dissatisfied after Stage 2, you may ask for your complaint to be referred to our Managing Director.
- The Managing Director will reply in writing **within 10 working days**. If additional time is required, you will be informed of the reason for delay and given a new deadline.

## Standards You Can Expect

- All staff will be courteous, professional, and helpful.
- We will identify ourselves when answering calls, which will be responded to promptly. Where voicemails are left, calls will be returned within 1 working day.
- All written correspondence will be acknowledged and responded to within 7 working days. If a full response is not possible, we will send an interim reply explaining the delay and advising when you can expect a full response.



## **Recording & Reporting**

- All complaints are logged on receipt and tracked until resolution.
- Monthly reports are compiled and shared with our Director and Management Team, detailing complaints received, progress, and outcomes.

## **Suggestions for Improvement**

We welcome feedback on how we handle complaints. Please send any suggestions to our Managing Director, Sarah Roddy (contact details below).

## **Contact Details**

### **Service Managers:**

#### **Sandra Van Empel**

- Tel: 0330 094 7365
- Email: [sandra@advancedcca.co.uk](mailto:sandra@advancedcca.co.uk)

#### **Amanda Walsh**

- Tel: 0330 094 7365
- Email: [amanda@advancedcca.co.uk](mailto:amanda@advancedcca.co.uk)

### **Finance Manager:**

#### **Tom Sanderson**

- Tel: 0330 094 7365
- Email: [tom.sanderson@advancedscs.co.uk](mailto:tom.sanderson@advancedscs.co.uk)

### **Managing Director:**

#### **Sarah Roddy**

- Tel: 0330 094 7365
- Email: [sarah.rodgy@advancedscs.co.uk](mailto:sarah.rodgy@advancedscs.co.uk)