



Gardium Ltd

Complaints Procedure

Created:	January 2023
Version:	1.0
Owner:	Director - Operations
Next Review:	January 2024

Introduction

Gardium takes all feedback and complaints seriously. We aim to provide the best possible service and always uphold our policies and procedures. However, if you are dissatisfied with the service you have received, we encourage you to contact us so we can put things right. If you are still unhappy then you can follow our Complaints Procedure. We will aim to acknowledge your complaint within five working days.

Our Complaints Procedure has two stages and we will contact you at each stage to let you know what will happen next.

All complaints must be made in writing via email or post along with your name and contact details.

Stage One

Once we have acknowledged your complaint it will be sent to a Manager for investigation. The investigating Manager may contact you to gather further information or evidence.

Within 10 working days of acknowledging your complaint we will contact you with an outcome, or let you know if we need more time to investigate and why.

Stage Two

If you are unsatisfied with the outcome of your complaint after Stage One you may escalate it to the second stage of our Complaints Procedure. This must be done in writing via email or post. We will aim to acknowledge your response within five working days.

Once we have acknowledged your response your complaint will be reviewed by our Executive Directors. They will look at your original complaint along with the investigation completed by the investigating Manager.

Within 10 working days of acknowledging your complaint we will contact you with our final decision. At this stage we will provide you with a final outcome of your complaint and there will be no further route of escalation.