

COMPLAINTS PROCEDURE

MATTERS2ME CIC



This policy:

This policy explains how:

- You, the customers, can raise a complaint about our services; and
- How we will deal with complaints

We will always aim to provide high-quality services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us.

How to make a complaint:

If you would like to make a complaint, you can do so via the online contact form on our website, or by emailing talk2us@matters.me.uk.

Information:

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any date and times which are relevant to your complaint
- The type of services we have provided to you
- Any order or reference numbers we have provided you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory

What to expect:

Complaints will be looked at and processed during our business hours which are:

Monday to Friday, 9am to 5pm

Complaints will be dealt with by our designated complaints handling team.

Acknowledgement

We will acknowledge your complaint within **2 business days** of our receipt of it.

Investigation

We will then conduct a thorough investigation into your complaint. We may need to contact you to obtain further details during the investigation.

Response

A response to your complaint will ordinarily be provided to you by email.

Once we have acknowledged your complaint, we will ordinarily provide the full response within 28 days. If the investigation takes longer, we will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response, along with a reason as to why we are asking you to wait. You will receive regular updates thereafter.

We may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution which we judge is the most appropriate in the circumstances. The above are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If we do not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

Other Options

We hope that we will be able to help in resolving your complaint. However if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

Ombudsman

The following ombudsman scheme can assist in resolving complaints about our services: **OFFICE OF THE REGULATOR OF COMMUNITY INTEREST COMPANIES (CIC REGULATOR)**

If you are not content with our response, you can provide a letter confirming that we have reached a position of deadlock so that your complaint can be considered by the ombudsman. Furthermore, if the complaint has not been resolved or you have not heard from us within **8 weeks**, you will also have the right to refer the complaint to the ombudsman.

Following any deadlock letter or after the above period of time has elapsed, you will have a period of **12 months** to refer the matter to the ombudsman.

Details about the ombudsman, including further information about the time limits and requirements, can be found on the website of OFFICE OF THE REGULATOR OF COMMUNITY INTEREST COMPANIES (CIC REGULATOR)

Our Regulator

Our services are regulated by: **OFFICE OF THE REGULATOR OF COMMUNITY INTEREST COMPANIES (CIC REGULATOR)**

Details about our regulatory body can be found on the CIC Regulator website.

You have the option of contacting our regulatory body with a complaint about our required standards should you deem this appropriate.

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.

Date policy adopted: _____

Signature of Chair: _____

Date policy to be reviewed: _____