

ARV Solutions Complaints Policy & Procedure

Complaints Policy

ARV Solutions is committed to providing a high level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

Wherever possible we will endeavour to resolve issues to mutual satisfaction on an informal basis, and where relevant with reference to our agreed Terms of Business. If it is not possible to resolve the issue on this basis we have the following procedure in place which we are committed to following.

Complaints Procedure

If you have a complaint, please contact James Roach, Proprietor, ARV Solutions, 19 Canford Lane, Bristol, BS9 3DQ. Telephone 0117 959 2008

Next steps

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter promptly, and within 3-5 days of us receiving your complaint.

We will record your complaint in our system within a day of having received it.

We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter promptly, and within 3 days of your reply.

We will then start to investigate your complaint. This will normally involve the following steps;

- We may ask the member of staff who dealt with you to reply to your complaint promptly and at least within 5 days of our request;
- We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will be done within 4 days from receiving their reply.
- James Roach will then invite you to meet him to discuss and hopefully resolve your complaint. He will do this promptly and within 5 days of the end of our investigation.
- Within 2 days of the meeting James Roach will write to you to confirm what took place and any solutions he has agreed with you.
- If you do not want a meeting or it is not possible, James Roach will send you a detailed reply of your complaint. This will include his suggestions for resolving the matter. He will do this within 5 days of completing his investigation.

At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Professional Standards Team, REC, 15 Welbeck Street, London W1G 9XT

If you are still not satisfied, you can contact the Employment Agencies Standards Inspectorate at the Department for Business Enterprise & Regulatory Reform

If we have to change any of the time scales above, we will let you know and explain why.