



# Complaints Policy

## VTA Services

### Policy Statement

At VTA Services, I am committed to providing a professional, reliable and high quality service. I value client feedback and take all complaints seriously. If something has not met your expectations, I welcome the opportunity to investigate and resolve the issue fairly and promptly.

This policy outlines how complaints will be handled and the timescales involved.

### What is a Complaint?

A complaint is any expression of dissatisfaction regarding:

- The quality of work provided
- Delays in service delivery without notification
- Communication issues
- Administrative errors
- Professional conduct
- Any aspect of the service that has failed to meet agreed expectations

### How to Make a Complaint

Complaints should be submitted in writing by email.

Email: [sue@vtaservices.co.uk](mailto:sue@vtaservices.co.uk)

Please include:

- Your name and business name (if applicable)
- Details of your complaint
- Relevant dates
- Any supporting documentation
- The outcome you are seeking

### Complaint Handling Process

#### ***Stage 1 – Acknowledgement***

Your complaint will be acknowledged within two working days of receipt

#### ***Stage 2 – Investigation***

The complaint will be reviewed, including relevant correspondence, files and agreements

#### ***Stage 3 – Response***

A full written response will normally be provided within ten working days

### Resolution Options

Depending on the circumstances, resolutions may include correction of work, reperformance of agreed services, clarification of misunderstandings, process improvements, or a partial/full refund where justified.

### Confidentiality

All complaints will be handled confidentially and information will only be shared where necessary to investigate and resolve the issue.



### **Unreasonable Complaints**

VTA Services reserves the right to cease communication where correspondence becomes abusive, threatening, discriminatory or unreasonable.

### **Continuous Improvement**

Complaints are viewed as an opportunity to improve services and processes.

### **Contact Details:**

VTA Services

Email: [sue@vtaservices.co.uk](mailto:sue@vtaservices.co.uk)

Website: [www.vtaservices.co.uk](http://www.vtaservices.co.uk)