



# Scientia Services Limited

## Customer Care & Complaints

### Complaints Procedure:

Our ambition at Scientia Services Limited is to ensure our company provides you with a high level of service, making certain that our services meet your requirements and that you are able to access them easily.

All our staff are familiar with our Customer Care Standards and how to apply the standards to the way that services are delivered to you. We also work to ensure our company is delivering the best possible service to you.

#### **If we fail you in any way and you wish to make a complaint, you can:**

- ✓ Complain directly to the member of staff providing the service you are unhappy with.

If your complaint cannot be quickly and easily dealt with or if you are still unhappy you can make a formal complaint. You should then contact the office by phone, post or email.

You can expect:

- ✓ Respect for your opinions and empathy for your views
- ✓ You will be treated fairly and courteously at all times
- ✓ Your complaint will be treated confidentially
- ✓ A written acknowledgement receipt within 7 working days
- ✓ A full reply in 15 working days, or details of progress and timescales for a further response

### Customer Care Standards. We always aim to:

- ✓ Set and aim to achieve high standards
- ✓ Tell you what those standards are
- ✓ Provide a friendly, professional service
- ✓ Listen to any complaints you may have
- ✓ Put any problems right, quickly
- ✓ Be welcoming, polite and helpful
- ✓ Use only plain English on all our correspondence
- ✓ Only ask for relevant information and explain why it is needed
- ✓ Say what we can and can not do, so that you know what to expect from us
- ✓ Where we can't help, try to find out who can
- ✓ Respect your right to confidentiality, privacy and safety
- ✓ Not discriminate against anyone because of race, sex, marital status, age, disability, sexual orientation or religion
- ✓ Ask your views & treat you with respect
- ✓ Do our very best to provide you with a good service