

Complaints procedure

If you have a complaint we wish to know about it. We will do our best to put it right.

Our complaints procedure has these aims:

- To deal with complaints properly;
- To handle complaints efficiently;
- To achieve a satisfactory outcome;
- To learn from the experience.

Who can complain?

You can, if you have been:

- provided with our professional services and you believe those services have fallen short of the standard that you expected;
- affected by those services as a third party and you believe you have not been treated fairly in consequence;
- discriminated against by those professional services because of age, size, race, colour, ethnicity, diet, disability, birth / reassigned gender, mental health, pregnancy or maternity, religion or belief, and/or sexual orientation.

How do I complain?

This firm would like to sort out your complaint as soon as possible. We would prefer to be able to resolve it with you informally. We do not accept that any complaint is trivial; and if it is serious, we shall strive to ensure that it is resolved amicably.

In the first instance please contact Ian Salisbury and, if you feel able, speak to him directly. He will try to sort the matter out with you directly.

If you are not satisfied or do not wish for an informal solution, you may make a written complaint. Please send it to Ian Salisbury either by mail or email.

What happens next?

We shall acknowledge a written complaint promptly. We may also contact you to make sure that we have understood your complaint properly and, with your consent, may engage in dialogue with you so as to learn how you wish the matter to be resolved.

We shall try to resolve the issues you have raised within 30 working days.

Does this always happen?

Our professional duty is to give every valid and justified complaint full, fair and courteous consideration.

Can you take your complaint elsewhere?

If your complaint has not been resolved under this procedure, and your complaint involves criticism of professional and/or ethical standards, you may complain to any professional organisation where Ian Salisbury is a member or is registered. If you ask for contact details, they will be provided to you.