

# WINNING Pitch

## Complaints Procedure Policy

Review Date: June 2022

Next Review Date: January 2023

Winning Pitch has a procedure for dealing with complaints by clients. We have an obligation to our clients to handle complaints promptly, fairly and effectively. It is in our interests to resolve complaints ourselves where possible, without further action being taken.

A complaint is when a client tells us they are not happy about the service we provide/or a decision that has been made.

### Our Commitment to Customers

We will ensure that:

- Should it be required, making a complaint is as easy as possible
- We take your complaint seriously
- We deal with your complaint promptly and in confidence
- We will respond to your complaint positively and as quickly as possible
- We learn from complaints and use them to review and improve our service

### How to Make a Complaint

If you wish to make a complaint you can contact our CEO, Jim Keane, in any of the ways listed below.

**By email** at [j.keane@winning-pitch.co.uk](mailto:j.keane@winning-pitch.co.uk)

**In writing** to our CEO at: Winning Pitch, 2<sup>nd</sup> Floor, Lowry Mill, Lees Street, Swinton M27 6DB

**By phone** to our CEO on 0161 952 4350

**In person** at our above offices.

Your complaint will be fully investigated and a response issued within 10 working days.

LAST REVIEWED (22/06/2022)

PUBLISHED ON THE AUTHORITY OF Jim Keane

SIGNED:

