

Remark! Complaints procedure

Remark! prides themselves on maintaining and constantly aiming to improve on their high standards of service. For this reason any comments or complaints received are treated with paramount importance and are acted on promptly and efficiently, treating any concerns in the manner they deserve.

Where possible problems should be resolved at the time of the assignment or project. If this cannot be done, any complaints or comments are best received as soon as possible after the event has taken place, but must be within 28 days of any occurrence.

We try to keep the process as simple as possible to support those concerned. A complaint can be given via Post, Email or Video to explain any details and we aim to deal with this within a month of receipt. Complaints are dealt with in 3 stages:

<p>Stage 1. Initial Complaint</p>	<p>If problems cannot be resolved at the time of the assignment, a formal complaint can be made explaining any occurrence or concern. Contact will be made acknowledging receipt of the complaint within 3 working days, accompanied by a copy of procedures. The complaint will be investigated by the Remark! Service Manager who will contact all involved to discuss and act upon any decisions made. A full response will be issued within 20 working days of receiving the complaint. If this cannot be achieved the complainant will be kept informed at each stage of the process</p>
<p>Stage 2. Formal Complaint/ Disciplinary procedure</p>	<p>Should the problem not be resolved at the initial complaint or the complainant is not satisfied, he/she will be requested to make a formal complaint, stating why any matters have not been brought to a satisfactory conclusion. The complaint will be forwarded to the Remark! Director, Mark Nelson, who will acknowledge receipt within 5 working days. The Director will investigate all information and decide what actions should be taken. It is our aim that with every decision and action made, all efforts are taken to ensure that the complainant understands and agrees with the Director, and that all terms are met.</p>
<p>Stage 3. Appeal</p>	<p>Any appeal must be given to the Remark! Director who will acknowledge receipt within 7 working days. A meeting will be arranged within a further 7 days to review all information and decisions/actions taken. An appeal can then be submitted with any further information or comments that have been added by either party. Recommendations will be considered and any further action will be taken if necessary. Written confirmation of all details will be sent to the complainant within 28 days of the appeal meeting. Any decisions made will be final and no further appeals will be allowed.</p>

Anonymous Complaints

We understand that there might be some times when you want to complain but do not want to tell us who you are. We will investigate and react to all complaints whether we have your contact details or not, but will not be able to provide you with feedback as to the outcome if we don't have your details.