



RB Services Complaints Procedure

Complaints Procedure.

In the unfortunate event of a delegate complaint we have a proven and robust complaints process which we adhere to.

We always go the extra mile for our delegates; we treat every complaint seriously and work towards a successful resolution as quickly as possible.

Registering Your Complaint.

A member of our team will register your complaint on our system. Following the registration of your complaint we will provide you with a unique customer complaint number, this will be used when referring to your complaint.

Dealing with your Complaint.

Our customer service will endeavour to deal with your complaint straight away. If for any reason your complaint cannot be dealt with in a satisfactory manner within 48 hours it will be escalated and assigned to a member of our management team.

Resolving your Complaint.

Following the successful resolution of your complaint we will email you a very short questionnaire to obtain your feedback on resolving your complaint.

Our management team constantly monitor all complaints.

You can escalate your complaint at any time by requesting it is dealt with by a manager.

A handwritten signature in black ink, appearing to read 'R. S. Bradley'.

Signed

25 October 2017