

Thorn Baker Ltd is committed to providing a high level service to all of our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Verbal Complaint Raised

Should a complaint be raised verbally, your contact will ask you if you wish to raise a formal complaint and acknowledge it at the time of speaking.

Formal (written) Complaint Raised

We will request that you put your complaint in writing, addressed to either the Manager of the team the complaints concerns, or if the complaint concerns the Manager, to the relevant Director; you will be advised of both who this is and where they can be reached at the time of confirming your wish to raise a formal complaint.

We will record and make reference to your written complaint on your database record.

Please note that in the cases of written complaints (both email and paper based) we will send you a written acknowledgement via the same medium and proceed to investigate your complaint.

No Formal Complaint Raised

If you decide not to raise a formal complaint, reference will still be made to the content of the conversation on your database record.

Investigating Formal Complaints

An investigation will begin within seven days of receipt of your written complaint. This will necessitate the involvement of a Director, who will seek to gain detailed information regarding the situation. This will normally involve them speaking to the member of staff concerned, and may mean we need to contact you for further information.

Replying to Formal Complaints

A reply will be sent within thirty days of receipt of your written complaint outlining either progress made in the case of complex complaints or the final conclusions of the investigation.

Complaints Procedure

Reaching a Solution

The findings of the investigation will, where appropriate, lead to the situation being rectified to our mutual satisfaction.

This may involve a face to face meeting. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestion for resolving the matter. We will do this within thirty days of completing our investigation.

Where a meeting does take place we will write to you within seven days to confirm what took place and any solutions we have agreed with you.

At this stage, if you are still not satisfied you can contact us again and another Director of the company will review the decision and contact you again within thirty days, with a view to reaching a satisfactory conclusion.

If you remain dissatisfied with the outcome, you can contact the REC, our trade association of which we are a member, marking your letter for the attention of the Professional Standards Manager, REC, 36-38 Mortimer Street, London, W1W 7RG.

If we change any of the timescales above we will let you know and explain why.



Paul Jackman, CEO March 2018