



NOT HAPPY WITH SOMETHING? HERE'S OUR COMPLAINTS POLICY

Here at Astrantia People Consulting Limited, we welcome and encourage feedback of all kinds from the people we work with and support.

Let's be honest though, whilst establishing great working relationships and creating a positive experience is something we're passionate about, we are human. We might not get everything right all the time.

If something does go wrong or you aren't happy with the way we've approached a situation, please tell us. That way we can work together with you to resolve the situation quickly, fairly and, wherever possible, without the need to resort to a formal investigation or involve external bodies.

We want to learn so we can improve our business and the experience people have when they work or interact with us.

We think it's important to be transparent about how we would approach situations like this so that you know what to expect from us and the steps we'll follow. We believe our approach:

- sets a clear and fair procedure for anyone wishing to make a complaint about the service we've provided or the way in which we've approached that;
- means that all complaints are handled equally and in a fair and timely way; and
- helps us gather all the important information from a complaint so that we apply any learning to the way we operate to avoid the situation happening again.

What we class as a complaint

Complaints could relate to all aspects of our ways of working. This policy focusses on complaints relating to;

- the quality of service you have received from us;
- the behaviour and/or professional competence of our Consultants; and
- delays, defects, poor performance or other problems connected to the service we've provided to you and/or your organisation.

What we don't class as a complaint

We don't class the following as complaints:

- general questions about our services and the services we provide to our clients;
- matters relating to contractual or other legal disputes; or
- formal requests for the disclosure of information.

As a result, this policy isn't applicable in those situations.



How to make a complaint

There are several ways you can tell us that you've not had a great experience or that you're unhappy about something. We'd obviously ask you to tell us sooner rather than later so we can act on the information you give us quickly. The longer you leave it, the harder it might be for us to put things right.

You can contact us:

- by post, sending any correspondence to us at Astrantia People Consulting Limited, Westbury House, Steam Mills, Midsomer Norton, Somerset BA3 2JY; or
- by emailing sam@astrantiapeople.co.uk; or
- by phoning 07543 895286.

To help us understand the experience you've had and to work with you to resolve the situation, we do ask that you provide us with as much information as possible. Some of the things we'd be keen to know are:

- who you are, your name and contact details;
- the way you'd prefer us to contact you;
- if you're making a complaint on behalf of someone, that person's name and contact details as well as your own;
- if you're making a complaint about a particular transaction or service, the contract or invoice reference number (if you have it);
- if you've making a complaint about a Consultant, their name;
- details of your complaint including, (where possible) times, dates, events and the people involved;
- details or copies of any documents or other evidence you think we could find helpful, or that supports your complaint;
- your ideal resolution or suggestion on how we could put things right. At this point, it's important to highlight that, we'll make every effort to put things right and accommodate your request however there could be some situations where we need to refer to the contractually or legal arrangement in place between us, particularly if that relates to any agreed obligations of each other in a specific situation.

How we handle any complaints we receive

Our aim is to always resolve a complaint to the satisfaction of the person, or organisation, who has raised it. Here is an outline of the process you can expect us to follow:

- We will acknowledge receipt of a complaint within 21 calendar days of receiving it. That will include confirming details of the person who is looking into your concern, and their contact details, should you wish to get in touch with them.
- There may be situations where we think it's important to ask for further information from you or clarify some of the points in your original complaint. If so, we will contact you as quickly as is reasonably possible to do that. We would appreciate it if you could respond to us quickly so that, together we can avoid any delays in the complaint handling process.



- If you are, for any reason, unable to provide any additional information then we'll use all reasonable efforts to carry on without it.
- We aim to resolve complaints within a period of 60 calendar days however, in some situations, particularly if your complaint is a complex one, that might not be possible. In that case, we'll let you know how long we think our investigation will take, provide insight into the reasons why that's happened and set out a date by when we'll get back to you.
- As we believe in being transparent, once we'll completed the complaint procedure, regardless of the outcome, we will provide you with details of our investigation, the conclusions we drew from that, and any action we've taken as a result.

Appealing the outcome of a complaint

If you are not satisfied with the resolution of your complaint, you have the ability to appeal the decision on the grounds that:

- we've not followed the process steps set out in the policy;
- the process we've taken to investigate your complaint has not been done fairly or in a timely way; or
- you have some new, additional information or evidence that you did not provide as part of your original complaint.

An appeal must be received within 21 calendar days of the date you receive notification of the complaint outcome. We will acknowledge receipt of an appeal within 21 calendar days of receiving it, setting out the steps we intend to follow.

Depending on the nature or content of your appeal, it may be better for us to look at getting some external assistance to work through your appeal or appoint any independent mediator to help us reach a solution. If that is the case, we will confirm that to you when we acknowledge receipt of your appeal.

Some small print

Hopefully it goes without saying that all personal information (including, but not limited to, your name and address) we receive or collect as part of this process will be collected, used and held in accordance with the provisions of the UK Data Protection Law (including, but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Privacy Notice.

If you do have any questions or require any further information about any aspects of this Policy, or about the procedure we follow, please do contact Sam Baker, Director of Astrantia People Consulting Limited by email at sam@astrantiapeople.co.uk

This Policy was last reviewed and updated: January 2025.