

<b>Company Name:</b>	Thewlis Graham Associates (“the Company”)
<b>Policy Name:</b>	Complaint’s Policy and Procedure
<b>Date:</b>	1 August 2021
<b>Version:</b>	1 2021

## Complaints Policy

Thewlis Graham Associates is committed to providing a high-level service to 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.

## Complaints Procedure

If you have a complaint, please contact Claire Drummond, Operations Manager by phone 02078504781 in the first instance so that we can try to resolve your complaint informally.

At this stage if you are not satisfied, please contact Sarah Thewlis, Managing Director. You can write to her at [sat@thewlisgraham.com](mailto:sat@thewlisgraham.com) copied to Claire Drummond at [cld@thewlisgraham.com](mailto:cld@thewlisgraham.com)

### Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
  - We will then examine the member of staff’s reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. We will then invite you to meet a representative of the company online to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting, we will write to you to confirm what took place and any solutions that were agreed with you.

- 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 suggestions for resolving the matter. We will do this within 5 days of completing the investigation.

7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1<sup>st</sup> Floor, 27 – 45 Stamford Street, London, SE1 9NT.

If we have to change any of the time scales above, we will let you know and explain why.

**NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.**