

## Pier Support Complaints Policy and Procedure

- At Pier Support we aim to provide the highest standards of service that we can. We believe that one of the best ways to ensure the quality of service that we aim for, is by listening to our clients. We welcome any feedback, comments or suggestions you might have regarding how you feel we are meeting our aims – or if you have any concerns that we could have done better.
- If you are not completely happy or have any concerns regarding the services that we offer, please contact us immediately. The sooner that you contact us, the quicker and easier it will be for us to investigate your concerns.
- As we strive to constantly improve what we do, we take any complaints very seriously and will make every effort to resolve any issues quickly and fairly.

### **Concerns**

- In the first instance, please contact our administration team to raise any concern that you might have. This will be logged and investigated, with a response normally given within two working days, although we anticipate that most concerns can be resolved almost immediately. Concerns might be about the booking process; our communications with you; the quality of your support.
- As the first stage of a complaints process, we hope to be able to resolve any concerns informally.

### **Complaints**

- If you feel that your concern has not been resolved to your satisfaction, or you feel that you would rather escalate it to a formal complaint, then please contact Deborah Hewitt (Director) ([deb@pier.support](mailto:deb@pier.support)) directly if the complaint is in relation to Deborah Hewitt, Catherine Best (Director) ([catherine@pier.support](mailto:catherine@pier.support)) can be contacted. This can be achieved by telephone, letter or email, or you might wish to make an appointment to discuss your concern in person.
- All complaints will be investigated fully, so please provide us with as much information as possible regarding your reason for complaint.
- The nature and facts of your complaint will be recorded and we aim to acknowledge receipt of a formal complaint within one working day, via email.
- We aim to deal with your formal complaint within 10 working days, however, if for some reason this is not possible, we will write to you before then explaining this. We will also tell you how long we think your formal complaint will take to resolve. All issues relating to formal complaints will be confirmed in writing.
- It is hoped that any formal complaint can be resolved to your satisfaction, however, if you remain unsatisfied with our response then we will refer your complaint to a mediation service, ADR Mediation (CIC), please request their contact details from Deborah Hewitt.
- Should the mediation service be unable to solve the complaint, the final stage is to contact Student Finance.