

COMPLAINTS: Code of Practice

Pride Planning Ltd is committed to dealing with any complaints you may have about our service. We welcome all feedback and we also aim to learn from our mistakes, using the information we gain to improve our services.

HOW TO MAKE A COMPLAINT?

You can make a complaint by either writing or speaking to us using our contact details;

Pride Planning Ltd

Complaints Team
80-82 National House
Wellington Road North
Stockport
SK4 1HW

T: 0800 014 9650

E: enq@prideplanning.co.uk

WHAT YOU SHOULD INCLUDE IN YOUR COMPLAINT

Remember to state your name, address and telephone number (and email, if applicable) and whether you are acting on behalf of someone else.

Briefly describe what your complaint is about stating relevant dates and times, if applicable.

DEALING WITH YOUR COMPLAINT

The Complaints Team will acknowledge receipt of your complaint within 5 working days and conduct an objective review of your concerns. At all times we will be honest and fair in our dealings with you and ask you, in return, to do the same for us.

We will aim to resolve your complaint within 28 working days. If your complaint is more complex, we will let you know within this time why we think it may take longer to investigate and tell you how long we expect it to take.

We will let you know what we have found in keeping with your preferred method of communication, this could be by letter or email.

If the complaint is upheld in your favour, we will tell you what went wrong and what we plan to change things to stop it happening again.

If we got it wrong, we will always apologise and aim to put it right.