

COMPLAINTS PROCEDURE

We welcome your assistance in telling us how we can improve the delivery of our service to you. If the service you receive falls below our published standards we will take action to put things right. If you have a complaint about our service you can tell us by telephone, in writing or by email.

Initially please make your complaint to the person dealing with your application or enquiry. If this officer cannot deal with your complaint to your satisfaction, they will give you the name of a more senior officer whom you can contact. If you remain dissatisfied (or if you are unsure who you should contact) you may write to the General Secretary.

Your complaint will be acknowledged within 3 working days of your complaint being received and you will be sent a written response within a further 21 working days. If, however, we are unable to send out a final response within that timescale we will send you an interim reply telling you why and when you may expect to know the outcome.