



Complaints Policy

YTKO take pride in delivering an outstanding service to our clients and stakeholders. We take feedback seriously, acknowledging the positive impact that feedback can have on the ongoing improvement of our services.

If you have a complaint relating to one of our services, we want to hear about it and we will do our best to put it right.

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from one of the YTKO group of companies;
- Supporting someone who has a complaint;
- A partner of YTKO on a project.

How to complain

Many complaints can be resolved informally. In the first instance complaints can often be dealt with by your Advisor or by the local Client Services Executive. If you feel able, speak to either of these members of staff. You can do this in person or by calling 0800 917 9881.

If you do not feel comfortable speaking to the Client Services Executive or your Advisor you can ask to speak to their manager, who will try to sort the matter out. You can request this in person, by phone or by email to eastdorset@getsetforgrowth.com

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

For formal complaints please summarise your complaint in writing, responding to the following 3 questions:

What are the reasons for your complaint? (please give names and dates where possible)

What would you like to happen as a result of this complaint?



Is there any additional information or feedback pertinent to this complaint?

Please send your complaint to either:

Email: eastdorset@getsetforgrowth.com using the subject header COMPLAINT

or

Post: FAO The Manager, GetSet / Outset, The Enterprise Hub, 63 Darracott Road, Bournemouth BH5 2AY

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. Where it is possible you will receive a response to your complaint within 28 working days of its receipt. When this is not possible the person investigating your complaint will explain why.

Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. As these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can. Please let us know at your earliest convenience that you would like to be accompanied.