

## Chew Valley VA Complaints Policy

It is important to Chew Valley VA that we listen to our clients and deal promptly with any issues and complaints. We always strive to offer a great service but if something does go wrong, please let us know straight away so that we can help to put it right.

### How to make your complaint

In the first instance, if you feel comfortable to do so, you can raise any concerns directly with us as most issues can be resolved without a formal complaints process.

If you do not feel this is possible, you can contact Chew Valley VA at 07369251831 or [enquiries@chewvalleyva.co.uk](mailto:enquiries@chewvalleyva.co.uk).

Please include as much detail as possible to enable us to investigate promptly.

### What happens next:

#### On receipt of your complaint:

1. We will record your complaint and send you an acknowledgement email, usually within 3 working days.
2. We will then investigate your complaint - this will usually involve looking at any previous correspondence and reviewing your file.
3. We will then email you directly including our findings and suggestions about how to resolve your complaint. This will usually be within 15 working days of receipt of your complaint.
4. If you are happy that the complaint has been resolved at this stage, we will record the complaint as closed. However, if you are still not happy with our solution, you should contact us again explaining why within 15 working days and we will review the initial response you've received.
5. We will email you with our final decision, explaining the reasons for this, within 10 working days of receiving your request to review the complaint.
6. Please note that bills should still be paid during this process – Chew Valley VA may charge interest on any non-payment or part non-payment of bills for services already provided.
7. Any timescales mentioned above will be adhered to where possible – in the event of any changes, we will contact you to explain why the process has been delayed.