

Complaints Policy and Procedure

Policy

Source Group is committed to providing a high-level service to our customers. If you do not receive satisfactory service from us, we need you to tell us about it. This will help us to improve our standards and is documented in our Terms & Conditions.

Complaints Procedure

If you have a complaint, please contact contact@source-group.uk or write to Admin, Source Group, 11 Manor Courtyard, High Wycombe, Buckinghamshire, HP13 5RE.

Next steps

1. We will ask you to explain the details of your complaint. We will acknowledge receipt of the notification within 2 working days of receipt and let you know the name of the person who will be dealing with your complaint.
2. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint.
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them.
3. We will use reasonable endeavours to ensure that all complaints are resolved within 10 days of the complaint being notified to us, unless the nature of the complaint requires additional investigation by ourselves or action by a Professional and Regulatory Body, or other Government Organisations. The details of how the complaint has been resolved will be notified in writing as soon as possible thereafter.

This is our final decision

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.

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