

Complaints Procedure – Taylor Hopkinson

1. Introduction

Taylor Hopkinson is committed to providing high-quality services. However, we recognise that there may be occasions when customers feel dissatisfied. This procedure outlines the steps to take when making a complaint and how we will handle it.

2. How to Make a Complaint

- **In Writing:** Use the [form on our website](#) or send us a letter addressed to:
Feedback and Complaints - Taylor Hopkinson, 58 Waterloo Street, Glasgow, G2 7DA
- Email both Fiona McRae MD f.mcrae@taylorhopkinson.com and Rachael Tochel Head of HR r.tochel@taylorhopkinson.com – IMPORTANT please ensure both email addresses are copied into your email.

3. Information Required

When making a complaint, please provide the following information:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant documents or evidence.
- Details of any previous correspondence regarding the issue.

4. Acknowledgement

We will formally acknowledge receipt of your complaint within 2 working days.

5. Investigation

Your complaint will be thoroughly investigated. This may involve:

- Reviewing relevant documents and records.
- Speaking to staff members involved.
- Gathering additional information if necessary.
- Contacting you by phone for more information where necessary

6. Response

Dependent on nature of complaint we aim to resolve complaints within 15 working days. You will receive a written response outlining:

- The findings of our investigation.
- Any actions we have taken or plan to take.
- Any compensation or remedies offered, if applicable.

7. Escalation

If you are not satisfied with our response, your complaint will be escalated to:

- A member of our Senior Leadership Team.
- External bodies or ombudsman services, if applicable.

8. Continuous Improvement

We use complaints as an opportunity to improve our services. All complaints are recorded and analysed to identify trends and areas for improvement.

9. Confidentiality

All complaints will be handled confidentially and in accordance with our Data Protection policy.

10. Contact Us

For any questions about this procedure, please contact us via the [general enquiries submission](#) page on our website.