



COMPLAINTS PROCEDURE

The aim of Aspire Business Management Ltd is to provide clients with the highest standard of service. We would encourage our clients to contact the company immediately should there be any concerns. We will always endeavour to resolve any issues.

How to Make a Complaint

Write to us at The APL Centre, First Ave, Stevenston, North Ayrshire, Scotland, KA20 3LR
Or Telephone us on 01294 605968 or make an appointment in person. E-mail us at info@aspirebusinessmanagement.co.uk

Follow-up Procedure

1. Your complaint will be acknowledged in writing within 2 working days. You will be provided with the name and contact details of the person handling your complaint and a date within which they will respond. Wherever possible, the person handling your complaint will have had no direct involvement in the subject matter.
2. Within 4 weeks of receipt of your complaint we will:

A : Issue a final written response informing you that the matter has been successfully resolved or
B : Issue a written response informing you of our ongoing investigation with an expected date of outcome.
3. Within 8 weeks of receipt of your complaint we will:

A: Issue a final written response informing you that the matter has been successfully resolved or
B: Issue a written apology for any delay, stating the cause of the delay and an expected date of outcome.

4. If you are still of the opinion that your complaint remains unresolved, you are entitled to refer your complaint to the Legal Ombudsman. This must be done within 6 months of our final response to your complaint.

You can visit: www.legalombudsman.org.uk/cmcc E-mail: cmcc@legalombudsman.org.uk
Call: 0300 555 033 - Write to: Legal Ombudsman, PO BOX 6804, Wolverhampton,
WV19WG