



## Complaints Policy

Last Update: June 2019

Immersive Minds are committed to providing an unparalleled, high quality service to all of our customers. We strive to constantly improve and develop our service and rely on your feedback to do this. Complaints will be handled in a confidential and professional way in the hope of being able to resolve any issues and our processes are designed to be fair and transparent. All feedback is evaluated and considered.

Every user of our service has a right to complain when we don't meet their expectations and to receive assurances that a complaint is handled in a fair and unbiased manner and the right to appeal if they are unhappy with the outcome of a complaint.

Details of all complaints whether formal or informal will be recorded.

### How to make a Complaint:

In the first instance, complaints should ideally be made to the Immersive Minds Manager (Catherine Morgan at [catherine@immersiveminds.com](mailto:catherine@immersiveminds.com)), however complaints can also be made to any member of staff. Complaints can be made informally or formally.

**Informally:** When an approach has been made informally the staff member will listen carefully and discuss the complaint with the complainant. If the situation is resolved the staff member will advise the Manager who will note the complaint and its outcome.

Where the situation is not resolved, further investigation may be required. This will normally be within 10 days, however, if a delay is unavoidable the complainant will be informed and the reasons explained. If after further investigation the matter is not resolved, the formal process will begin.

**Formally:** Complaints should be made in writing to the Immersive Minds Manager (Catherine Morgan) who will acknowledge receipt of the complaint. The complaint will then be investigated and responded to, in writing, within 21 working days. A confidential written record of the complaint and agreed outcome will be kept on file. If the matter cannot be resolved an appeals process will follow.

**Appeal:** Where a complainant is not satisfied that a complaint has been resolved, they should contact the Immersive Minds Manager again in writing. If no agreement on the complaint can be reached, a mediator who is acceptable to both parties will be invited to listen to both sides and offer advice on the situation.

Written notes of the meeting will be kept on file and any discussions will be held in the utmost confidence.