

## COMPLAINTS AND APPEALS PROCEDURE

### Our Policy

We aim to provide our members and owners with the best possible service.

We take complaints very seriously, so if you are not satisfied with our service we will do our best to put things right.

### How we will handle your complaint

- 1 We will acknowledge your complaint by telephone, mail or electronic means within three working days of receiving it.
2. Within 10 working days we will attempt to find a solution agreeable to you. If it is not agreeable to you we will forward your complaint to be considered at the next E.P.S. Trustees Meeting.
3. Within three working days of the meeting we will contact you by telephone, mail or electronic means to propose a solution to the complaint.
4. If the solution is unacceptable and if the complaint involves legislation or operating matters we will refer the matter to the relevant authorities for a final decision.