



Complaints Procedure for ibex gale

ibex gale aims to provide high quality services and maintain exemplary professional standards.

We have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the company:

If you are unhappy about any of the company's services, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in ibex gale, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or one of the Directors, David Major or Poppy Jenkins.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to either David Major or Poppy Jenkins, Directors, at 29 Great George Street, Bristol, BS1 5QT.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.