



## Complaints Policy

At Playback we are committed to providing a professional, efficient, supportive, and helpful service to all our service users. If for any reason you believe something has gone wrong and are dissatisfied with the service, we've provided we invite you to inform us of your concerns so we can work together to ensure such instances do not reoccur. This document outlines the procedure for making a complaint regarding Playback services. Copies of this document can be made on request by calling 0208 100 2817.

### How to complain

You are invited to complain by immediately with the individual concerned, alternatively you can contact 02081002817. If you would prefer to complain in writing you can do so by writing to our office at: Playback Studio, 39 Brookmill Road, London SE8 4HU

### What to include in your complaint?

- Name and Address
- The name and date of the training, workshop, or mentoring session you attended
- Copies of any relevant information or correspondence regarding the complaint
- Details about what went wrong or what wasn't adequately managed
- Names of person(s) involved
- An explanation of how you would like your complaint to be resolved

### What happens Next?

We will respond to your complaint in writing within 10 working days of receipt. If this is not possible, we will instead within 5 working days provide you with an acknowledgment explaining why we cannot provide an immediate response including a timescale of when you can expect a reply. At Playback we recognise that each complaint is different and that each and every one must be appropriately managed. We aim to address 90% of complaints within 10 working days and the remaining 10% within 20 working days.

### What if I'm not satisfied with the initial response?

If you are not satisfied with our response, you can escalate your concerns by writing to Playback's director via email at [info@playbackstudio.co.uk](mailto:info@playbackstudio.co.uk).

### What can I expect?

We aim to provide a high standard of service but unfortunately there may be times where a mistake is made; if this is the case you can expect any one or more of these outcomes

- An apology
- An explanation
- Assurance such mistakes shan't reoccur
- Details of action we have taken
- Financial compensation/Alternate training services where applicable

Each complaint is considered on its own merit