



BELL CONSULTING

*Brighter Eating, Lighter Living*

# Complaints Procedure

## INTRODUCTION

BELL Consulting Services are committed to providing high quality services to all our clients all the time. Whilst we do not relish complaints, we recognise them as a valuable contribution in our endeavours to improve the services we offer. If something goes wrong and someone is dissatisfied with some element of the service or product we have provided, we welcome being told, and we will always treat such information seriously.

## WHAT IS A FORMAL COMPLAINT?

BELL Consulting Services regard a complaint as any expression of dissatisfaction about an action undertaken or not undertaken, or about the standard of service provided by us or on our behalf. Negative feedback on a client questionnaire will not necessarily be construed as a complaint. A formal complaint is that which is communicated either by telephone or in writing (by email or post) to the company as laid out in this document.

## WHAT CAN INDIVIDUALS COMPLAIN ABOUT?

There might be complaints about things like;

- The quality and standard of any service/s that we provide or product/s that we sell.
- Failure to provide a service when the reasonable expectation was that the service would be provided.
- The quality and/or accuracy of our information materials.
- Any unfair treatment or inappropriate or unprofessional behaviour by a consultant or other staff member.
- The failure of the company to follow an appropriate administrative process.
- Dissatisfaction with any company policies.

A complaint may involve more than one aspect of the above.

## WHAT CAN'T INDIVIDUALS COMPLAIN ABOUT?

There are some things we cannot deal with through our complaint handling procedure. These include: the failure of a client to lose weight, improve their diet or satisfactorily deal with their issues pertaining to disordered eating or other issues with food.

An attempt to have a complaint reconsidered where we have already given our final decision following a thorough investigation.



BELL CONSULTING

*Brighter Eating, Lighter Living*

## WHO CAN COMPLAIN?

In the first instance any client of BELL Consulting Services can make a complaint to us.

We encourage anyone with a complaint to approach us directly, but can accept a complaint made on your behalf (e.g., through a friend, a family member or a legal representative) provided you give us your clear, written authority to liaise with your representative, and provided you also give them clear, written authority to act on your behalf.

## HOW DO INDIVIDUALS COMPLAIN?

You can complain initially by telephone, but we will nearly always ask you to formalise your complaint in writing preferably by email for the purpose of company auditing procedures.

It is always easier for us to resolve complaints if you raise them as soon as you become aware of the issue.

**Prior to formalising your complaint in writing, please call and talk to a member of our staff by phone so that they can try to resolve any problems informally. This is always our preference and will save time and possible anxiety to both parties.**

When making a formal complaint in writing, please tell us the following;

- Your full name and your contact details.
- As much as you can about the complaint such as what has gone wrong, when it went wrong, and how you feel we failed. We would also like to know how you would like us to resolve the matter.

Our full contact details are on the 'Contact Us' page of our website [www.bellconsultingservices.co.uk](http://www.bellconsultingservices.co.uk)

A formal written complaint must contain all information relevant to the issue, in order to comprehensively investigate it so please do not omit any information that you consider pertinent.

We reserve the right to disregard additional information that is provided after the initial formal complaint.

## IS THERE A TIME LIMIT FOR MAKING A COMPLAINT?

Normally, you must make your complaint within three months of;

- The issue arising, or
- finding out that you have a reason to complain when this may not have been apparent at the time the matter arose.

In exceptional circumstances, we may be able to accept a complaint beyond the above time limit. If you feel that the time limit should not apply to your complaint, please tell us why.



BELL CONSULTING

*Brighter Eating, Lighter Living*

## WHAT WILL HAPPEN WHEN A COMPLAINT IS MADE?

Our complaint procedure has two stages;

**Stage 1 - Frontline Resolution (telephone)** We aim to resolve complaints quickly and this stage could be resolved on the telephone.

Our full contact details are on the 'Contact Us' page of our website [www.bellconsultingservices.co.uk](http://www.bellconsultingservices.co.uk)

This could mean an immediate apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem. We will normally give you our decision at Stage 1 within at most ten working days, unless there are exceptional circumstances. If you are not satisfied with the response we give at this stage, we will tell you what you can do next. If you choose to, you can take your complaint to stage 2.

**Stage 2 - Complaint Investigation (in writing)** Stage 2 deals with two types of complaint - those that have not been resolved at Stage 1 and those that are complex and require a detailed investigation. You must, in the interests of clarity, and in order to best assist the Stage 2 investigation process, detail all aspects of your complaint in writing either via email or to our postal address.

Our full contact details are on the 'Contact Us' page of our website [www.bellconsultingservices.co.uk](http://www.bellconsultingservices.co.uk)

Your written complaint will be seen by the person investigating your complaint, by anyone named in the complaint and by relevant staff who are being complained about. When using Stage 2, we will normally acknowledge receipt of your written complaint within three working days and tell you who is dealing with your complaint. We may discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for. We will give you a full response to the complaint as soon as possible and normally within 20 working days. If our investigation is likely to take longer than 20 working days, we will tell you. We will try to agree revised time limits with you and keep you updated on progress.

*This procedure was reviewed January 2023.*

*Next review January 2026.*