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Complaints Policy

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Skratch Enterprises Limited is part of Skratch Corporation Limited Trading as Skratch AV

Address: Unit 37/38 Ketley Business Park, Ketley, Telford, TF1 5JD

Contact Telephone Number: 01952 872360 Email: accounts@skratchav.com Website: www.skratchav.com

VAT Number: 834531633

Registration Number: 5050095



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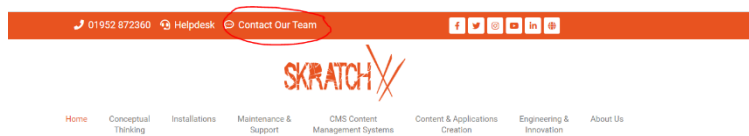


General

Skratch AV are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Submit a Complaint

If you have a complaint, please select the [‘Contact Our Team’](#) option on the [Skratch website](#).



Complete your contact details as directed and select option ‘Tell us something is not right’

Select ‘Next’ and enter the nature of the complaint and any supporting facts. When completed select ‘Next’ and ‘Submit’.

Your complaint will be submitted to Skratch Head Office for review.

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What Will Happen Next?

Within 5 working days of receiving a complaint:

Skratch Head office will send you an email, acknowledging receipt of the complaint, and enclosing a copy of this procedure.

Skratch Head Office will investigate your complaint. They will review the details and speak to the member(s) of staff who acted on your behalf.

Within 14 working days of sending an email acknowledgement of a complaint

Skratch Head Office will invite you to a meeting to discuss and hopefully resolve the complaint.

Within 3 working days of the meeting

Skratch Head Office will write to you to confirm what took place and any solutions that have been agreed.

Within 21 working days of sending an email acknowledgement of a complaint

If you are unable, or would prefer not, to attend a meeting, Skratch Head Office will email a detailed written reply to the complaint, including any suggestions for resolving the matter.

Appeal Process

Within 5 working days of receiving the complaint response from Skratch Head Office

At this stage, if you are still not satisfied that the complaint has been answered, you should reply to the response email from Skratch Head Office and request an Appeal.

The complaint will be submitted to a Managing Director/Company Owner for review.

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Within 14 working days of receiving a request for an Appeal

The Managing Director/Company Owner will write to you, confirming the Company’s final position on the complaint, providing a full explanation for any decision(s).

The Managing Director/Company Owner’s decision is final.

Document Control

Date	Version	Comments
26/04/2021	V1.2	Draft for comment
28/04/2021	V1.2	Published

Authorisation

Date	Version	Authorised By:
27/04/21	V1.2	Rebecca Walsh

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