Complaints Procedure

DAY 0

Step 1. Receive complaint

DAY 2

Step 2. Register complaint details

Step 3.Initial assessment

Does it relate to a AMPYR development project?

Is it a complaint, enquiry or general feedback?

DAY 3

Step 4. Acknowledge receipt, outline process/ timeframe and seek further information

Step 5. Investigate complaint and work towards resolution with complainant

DAY 30

Step 6. Provide a response to the complainant and offer an internal review if resolution is not satisfactory

A response will be provided earlier where possible

CLOCK RESTARTS

Step 7. Complainant requests a review

Step 8. Conduct an internal review if requested

DAY 2O

Step 9. Provide complainant with a response on the outcome of the internal review including pathways for external review if unsatisfied

Note : days = business days from receipt (unless otherwise stated)

AMPYR