

# POLICIES & PROCEDURES

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## Complaints Policy

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## (1) Overview

1. Our policies and procedures are set out in line with up to date government guidelines and legislation which are followed in strict protocol by our team, clients and service users at all times
2. Our complaints policy ensures that we always act in a fair manner, and that our investigations are carried out professionally
3. We maintain that all complaints will be reviewed by an internal investigation, no matter what kind of complaint and how serious we consider it to be
4. All complaints will be responded to by email and within a timeframe specified in this policy, unless agreed otherwise by ourselves and the complainant

## (2) What is a complaint

1. A complaint is an expression of upset, disappointment or dissatisfaction made by an external party. This may include a member of the public, service provider, or those using one or more of our services, or purchasing goods
2. A complaint can be any form of dissatisfaction, whether justified or not
3. Types of complaints may include:
  - a) Failure to provide a service to an acceptable standard;
  - b) Failure to provide a service or goods as advertised;
  - c) Failure for the company (including our subsidiaries), it's staff, it's officers, or any party acting on its behalf, to act professionally, properly or appropriately; and/or

d) Provide a service or goods, or act in, an unfair manner

### **(3) Complaints procedures**

1. The “**complainant**” is encouraged to put their feedback to us in writing, and to [info@vitality-entertainment.com](mailto:info@vitality-entertainment.com), unless agreed otherwise by the parties (Vitality Entertainment Limited and the complainant)
2. Following the complaints receipt, we will aim to provide a curtesy response within 48 working hours in view of satisfying that we have received the complaint, and provide any relevant information to the complainant at this time (including investigation time frames)
3. We must conduct an investigation which may include the following: listening to call recordings, taking staff statements, gathering evidence (whether in our favours or the complainants), and considering any documents, statements and/or items to which the “complainant” sends to us
4. We must submit our response to the complainant within 28 working days (Monday to Friday) of the complaint being first sent (unless agreed otherwise). This should include details of our findings (save as to information we are unable to provide for legal and/or security reasons), whether or not we uphold the complaint, and how we propose to resolve it. If we are unable to uphold complaint, we must make the complainant aware of their legal or statutory rights where they apply, and how to appeal.
5. Should the complainant wish to issue an appeal to our response letter, they may issue this in the same manner to which they issued their original complaint, specifying their grounds of appeal
6. The company will respond to all complaint appeals within a further 28 days.
7. The appeal investigation and its final response must be made by an officer, employee or representative at least one lever senior to that of the original complaint handler.

### **(4) Investigation process**

1. All complaints must be investigated fairly, and impartially
2. If a complaint is against a particular staff member, they must not investigate or influence the complaints outcome
3. The investigation must be finalised prior to the deadline as stipulated in section 3(4).

## **This policy:**

This policy is to be reviewed (and updated where necessary) once every 12 months, unless:

- A relevant change to the law applies which requires us to update it earlier;
- A relevant error or concern has been raised in relation to the policy; or
- We change, add or remove a service/operation which may affect the policy

**Any questions related to our policies may be put to us by email at [info@vitality-entertainment.com](mailto:info@vitality-entertainment.com)**

This policy must be adopted by the entirety of the company, it's staff, subsidiaries, projects, customers and service providers/partners, whilst involved in our activities.

