

COMPLAINTS PROCESS

We'll promptly, thoroughly, and fairly investigate any complaints received.

- Complaints can be made via our form, letter, email or fax (contact details below).
- Please contact us to request a complaint form.
- Please provide your name, address and Rundles reference or Client/Council reference.
- If you would like us to contact you via phone, please supply your number.
- Let us know if you need require alternative languages/formats (Braille, large text etc).

STAGE 1

1. Complaint is registered and allocated to a Complaints Officer.
2. We'll acknowledge your complaint within 48 hours and fully respond within 10 working days.
3. A Complaints Officer will investigate your complaint.
4. The complaint will be formally responded to within the above timescale.

STAGE 2

1. If you're unhappy with our response to your complaint, please write to or email the Complaints Manager within 20 working days of our response.
2. Please explain the reasons for dissatisfaction and how you'd like the complaint to be resolved.
3. The Complaints Manager will review your case to ensure we've carried out the correct procedures, and that the decision reached was fair and reasonable.
4. The Manager will write to you with the outcome of the review within 10 working days.

STAGE 3

1. If you're dissatisfied with our Stage 2 response, please contact us within 20 days to explain the reasons why you believe your complaint has not been resolved.
2. A Director will investigate and respond to you within 10 working days.
3. Alternatively, we may invite you to a dispute resolution meeting at a convenient time and location, if we feel this would help to resolve the situation:
 - You may bring a representative of your own.
 - Should you have any specific access requirements, please inform us in advance of the meeting.

CONTACT DETAILS

Address	Complaints Manager Rundle & Co. Ltd. 53 Northampton Road Market Harborough Leicestershire LE16 9HB
Email	complaints@rundles.org.uk
Phone	0800 081 6000
Fax	01858 461 799

LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN

Appeals can be made beyond our Stage 3 Process via the *Local Government & Social Care Ombudsman*:

- Call 0300 061 0614 for help making a complaint.
- Calls cost no more than calls to national geographic numbers (starting 01 or 02) from mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls.
- Text “call back” to 07624 811 595 (texts may be charged).
- Access available via ‘Next Generation Text’ service (formerly known as Text Relay and Typetalk).
- Lines open Monday to Friday, 8:30am to 5:00pm.
- Complaint forms available using the following link:
 - www.lgo.org.uk/complaint-form