

Complaints Procedure

We are committed to providing a high-quality, professional service. If you are not satisfied with any aspect of our service, we encourage you to let us know so we can address your concerns.

How to make a complaint:

If you wish to make a complaint, please contact us by email at:

✉ theorganizationplan@gmail.com

Please include:

- Your name and contact details
- The date of the service
- A brief description of your complaint

What happens next

- We will acknowledge receipt of your complaint within 2-4 working days.
- We will investigate the issue and aim to provide a full response within 14 working days.
- If more time is required, we will keep you informed.

Resolution

We will do our best to resolve complaints fairly and professionally. Possible outcomes may include an explanation, corrective action, or another appropriate solution.

Escalation

If you are not satisfied with our response, you may request that your complaint be reviewed further. If the matter cannot be resolved internally, you may seek advice from an independent consumer dispute resolution body.