

Complaints Procedure Managed Divorce

For the purposes of this document a complaint is defined as an expression of dissatisfaction, whether justified or not, from or on behalf of anyone receiving advice or services through Managed Divorce. The "Complaints Handler" refers to the individual dealing with the complaint and the "Complaints Officer" refers to the individual who is responsible for the complaints procedure and each complainant receiving the correct treatment and correspondence throughout the investigation. The Complaints Officer will usually be the Complaints Handler, however if complaints are made against the Complaints Officer they can appoint a suitable alternative member of staff to handle the complaint.

Method of Receipt

We aim to resolve all issues at first point of contact and we can be contacted in the following ways:-

Telephone: 0844 573 9163

Email: support@managed-divorce.co.uk

Post: Managed Divorce
Fields House
12/13 Old Fields Road
Pencoed
Bridgend CF35
5LJ

You are able to escalate any issues into a formal complaint using any of the above methods or by completing the online form available at <http://div-gcman.com>.

Once you have entered our formal complaints procedure you will receive acknowledgement of your complaint within 5 working days of receipt. We aim to resolve all formal complaints as soon as possible and you will receive a response in relation to this matter within a maximum of four weeks and a final response within a maximum eight weeks from date of receipt.

By launching an official complaint your case will be investigated and fully by the Complaints Handler and all future correspondence to us must be made in writing (post or email) and all correspondence to you will also be made in writing (post or email). Additionally by entering the complaints procedure all work and services purchased will cease and no further work will be carried out on your case until the determination of the complaints investigation has been reached.

Once an investigation is complete and a determination has been reached and provided to yourself you have the opportunity to appeal any decision reached within 14 days of receipt. Once you have appealed this decision your complaint will be reviewed by an alternative complaints handler who will provide you with a final determination within four weeks.

Cancellation Policy

If you have not waived your right to cancel via your online tracker, you can cancel the service you have purchased at any point during the 14 days immediately after purchase.