



Peterborough Prime

Complaints Policy

At Peterborough Prime, we strive to provide our users with a seamless and enjoyable experience. However, we understand that there may be occasions where our users encounter issues or have concerns they wish to address. This Complaints Policy outlines our commitment to resolving complaints effectively and efficiently.

Scope :

This policy applies to all users of Peterborough Prime, including but not limited to customers, visitors, and registered members.

Objectives :

Our objectives in handling complaints are to:

- Provide a fair and transparent process for addressing complaints.
- Resolve complaints promptly and efficiently.
- Learn from complaints to improve our services and user experience.

Types of Complaints Covered :

Complaints may relate to, but are not limited to, the following areas:

- Quality of service provided.
- Website functionality or technical issues.
- Conduct of staff or other users.
- Breach of fundraising compliance.
- Billing or payment issues.
- Content-related concerns.

Lodging a Complaint :

Users can lodge a complaint through one of the following channels:

- Contacting our customer support team via email.
- Sending a letter to our registered address.



Complaint Handling Process :

Upon receiving a complaint, we will adhere to the following process:

- **Acknowledgement:** We will acknowledge receipt of the complaint within 24 hours business days and provide an estimated timeline for resolution.
- **Investigation:** Our team will thoroughly investigate the complaint, gathering relevant information and speaking with relevant parties if necessary.
- **Resolution :** We will aim to resolve the complaint promptly and fairly. This may involve taking corrective action, providing explanations or apologies, or offering compensation where appropriate.
- **Communication:** Throughout the process, we will keep the complainant informed of progress and any delays that may arise.
- **Closure :** Once the complaint is resolved to the satisfaction of the complainant, we will consider the matter closed. We may seek feedback on the handling of the complaint to improve our processes.

Escalation Procedure :

If a complainant is not satisfied with the initial response or resolution, they may request escalation. The complaint will then be reviewed by a senior member of our management team who will conduct a further investigation and provide a final response.

Confidentiality and Privacy :

We will treat all complaints with confidentiality and handle personal information in accordance with our Privacy Policy.

Continuous Improvement :

We are committed to continuously improving our complaints handling process. Feedback received from complainants will be used to identify areas for improvement and implement necessary changes.

Review and Revision :

This Complaints Policy will be reviewed regularly to ensure its effectiveness and relevance. Any updates or revisions will be communicated to users via our website.

Contact Information :

For any inquiries or to lodge a complaint, please contact:

- **Email :** infopeterboroughprime@Gmail.com
- **Address :** Peterborough Prime,
2nd Floor, Stuart House, Saint John's Street,
Peterborough,
United Kingdom,
PE1 5DD



Conclusion :

We value feedback from our users and are committed to resolving complaints in a fair and timely manner. Your satisfaction is important to us, and we appreciate your support and cooperation in helping us improve our services.

NABIL ILAHI

Nabil Ilahi
Chief Executive Officer
www.peterboroughprime.com