



COMPLAINTS PROCEDURE

If you have a complaint, please contact Wendy Thomson, Managing Director. You can write to her at the following address:

Catto International Limited, 75 Lynwood Drive, Mytchett, Surrey GU16 6BU.

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-5 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-5 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We may ask the member of staff who acted for you to reply to your complaint within 5 working days of our request.
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 working days from receiving their reply.
5. Wendy Thomson will then invite you to meet her to discuss and hopefully resolve your complaint. She will do this within 5 working days of the end of our investigation.
6. Within 2 days of the meeting, Wendy Thomson will write to you to confirm what took place and any solutions she has agreed with you.

If you do not want a meeting or it is not possible, Wendy Thomson will send you a detailed reply to your complaint. This will include her suggestions for resolving the matter. She will do this within the next 5 working days of completing her investigation. At this stage, if you are still not satisfied, you can write to us again. Russell Thomson of the company will review Wendy Thomson's decision within 10 working days.

We will let you know of the outcome of this review within 5 working days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the REC's professional standards department at 15 Welbeck Street, London W1G 9XT about your complaint.

If we have to change the time scales above, we will let you know and explain why.

If you would like a copy of this policy e-mailed to you, please email your request to wendy@catto.net

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