

R Jayne Consulting Ltd Complaints Policy

R Jayne Consulting (RJC) is committed to providing a high quality, accessible service to our clients and abide by the codes laid out by the [Fundraising Regulator](#). Should you be dissatisfied with the service you have received, please see our complaints policy below.

Making a Complaint

RJC aims to continually improve its service is by listening and responding to your comments and complaints. It'll do everything we can to put things right and will review our procedures where needed to prevent issues happening again. RJC hopes you will be fully satisfied with the products, services and advice provided by RJC, but if you have a complaint, please get in touch.

Please send your comments or complaints on our service in writing to becca@rjayneconsulting.com Everything you say will be held in confidence unless unable to so do for reasons such as safety, regulation, or the law.

The Complaints Process

The process is laid out below.

When getting in touch, it is really helpful to know the following:

- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with.
- A clear description of the complaint and what you would like us to do to sort things out.
- Your full postal address, email address and, if possible, telephone number.

What happens next

Your complaint will be acknowledged within five working days. RJC hopes to respond in full within this time, but if this is not possible we will explain why and give you a date by which you can expect a full reply.

Our Complaints Handling Process

1. Complaint is received and acknowledged

2. RJC reviews the complaint, involving all relevant parties – and decides if there is a case to answer.
3. If there is a case to answer then RJC will investigate what went wrong, how RJC can learn from the complaint and what can be done to make amends.
4. A response is issued to the complainant explaining steps taken and outcomes.