

Complaints Policy

Introduction

Falcon Promotions is committed to providing the highest levels of service and welcomes feedback from any individual or organisation. Thus feedback is invaluable in helping us to continuously evaluate, learn and improve our services and we take any complaint or concern very seriously.

We aim to make it as easy as possible to raise any concerns or complaints that you have with us. Our complaint procedure is intended to ensure that all complaints are handled fairly, promptly and, wherever possible, resolved to the complainant's satisfaction.

What is a Complaint

Falcon Promotions understands a complaint to be any expression of dissatisfaction by anyone, wherever and individual or an organisation.

Our Policy

Falcon complaints procedure

- Ensure all complaints are listed properly, acknowledged and acted upon fairly and promptly.
- is properly implemented
- is investigated, resolved and responded to within a stated period of time
- takes appropriate action, if a complaint is upheld

- is implemented in line with the Data Protection Act 2018

How to report a Complaint

You can submit a complaint in writing to Falcon Promotions, St Johns House, 2-10 Queen Street, M2 5JB

By email to anton@falconpromotions.co.uk

Please ensure your complaint includes as much of the following information as possible

- The date and location where the complaint arose
- The details of your complaint
- The names of anyone involved
- Your contact details

Our Complaints Procedure

Complaints will be handled by Anton Tarr

- we will acknowledge your complaint within 5 working days of receipt by email
- we will aim to resolve any complaint within 10 working days of receipt
- This policy will be reviewed and updated regularly