



## Complaints procedure

Torquay Chamber of Commerce complaints and disputes procedure.

### 1. Introduction

We always aim for the highest standards and to provide you with the best service possible. Unfortunately, sometimes things go wrong and when they do, we want to know. Telling us about your experience gives us the chance to put things right and make improvements.

### 2. Contact us

We want to sort things out for you as soon as we can. The easiest and quickest way is by email to [admin@torquaychamberofcommerce.co.uk](mailto:admin@torquaychamberofcommerce.co.uk).

Please give us your name and telephone number and a convenient time to ring you and we are happy to discuss your concern.

### 3. What we need from you

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- Your reference number, if you have one. You can usually find this near the top of the letter if we have written to you recently
- A description of your complaint and how it's affected you
- When the issue happened
- A contact number (or other preferred method of contact, such as an email address) and a convenient time to contact you.

#### Why do we need this information?

This is to make sure the right person handles your complaint so they can investigate and resolve the situation as soon as possible. Your contact details will help us reach you if we need to discuss your complaint, especially if we need more information. We will always try to call you back at an agreed time.

## 4. What we'll do

**We'll record your complaint and do everything we can to resolve it quickly:**

- We'll get in touch with you to discuss your complaint.
- We will try to agree the resolution to the problem at that point.

**For more complex issues, we may need more time to investigate your concerns. If this is the case:**

- We'll send you an acknowledgement letter outlining the next steps and when you can expect to hear from us.
- We'll give you the name of the person handling your complaint and a contact number if you need to contact us.
- If necessary, we will contact you for more information using your preferred method of contact.
- If the investigation is likely to take longer than two weeks, we'll keep you updated of our progress throughout our investigation.

### **Our Response**

Once we've completed our investigation, we'll send you a Response Letter. This will outline the details of the investigation, how we reached our decision and what we propose to do to put things right.

If you disagree with our decision, you can escalate the complaint to the Independent Betting Adjudication Service (IBAS). Please see Section 8 below.

## 5. Timescales

We aim to resolve all complaints as quickly as possible but sometimes resolution may take a while, especially if we need to undertake an investigation.

If we can resolve your complaint over the phone then that's what we'll do.

If your complaint requires a Response Letter, we will send that as soon as we can. If it's likely to take a few days to investigate your complaint then we'll send an acknowledgement as soon as possible, usually within two business days.

In our experience, most investigations can be completed within 14 days, after which we will send you a Response Letter. If we can't meet this deadline, we'll send you an update indicating when we are likely to resolve your complaint. Where we need more time, we will continue to send regular updates until your complaint has been resolved.

## 6. Putting things right

We will usually ask you for your agreement before we implement any remedial action. If we agree that action is required to put things right, we will take that action without delay or explain why we can't do that.

## 7. If you've already complained

If you need an update on a complaint you've already made please contact your complaint handler. Their name and contact details are included in the acknowledgement letter.

## 8. The regulator

If you disagree with our response to your complaint you can contact the **Independent Betting Adjudication Service**. You can also refer your complaint to the Gambling Commission.

### **The Independent Betting Adjudication Service**

Following a referral to the IBAS we will respond to their requests promptly and we will do what we can to ensure a fair outcome. At this point in the process, we will usually engage directly with IBAS.

You can get in touch with them in the following ways:

**Post:** Independent Betting Adjudication Service Ltd, PO BOX 62639, London EC3P 3AS

**Telephone:** 020 7347 5883

**Online:** [www.ibas-uk.co.uk](http://www.ibas-uk.co.uk)