

Complaint policy and procedure

JDY's Consultancy is committed to providing a high quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Download our complaints policy and procedure (add hyperlink for documents)

Courtesy and respect

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately in accordance with our vexatious complaints, unreasonable and abusive behaviour policy (see pages 13 to 16 of our complaints policy), and will inform the appropriate authorities as necessary.

How to make a complaint

You can make a complaint in a number of ways:

by e-mail: info@jdyconsultancy.com

or by post to:

Complaints Department
JDY's Consultancy Ltd
39 Abingdon Road
Leicester LE2 1HA

Reasonable adjustments

If you require a reasonable adjustment because you are a disabled person and unable to contact us in writing, please see the 'contacting us' section on page 11 of our complaints policy for details of how you can register your complaint, or discuss your adjustment needs with us.

See also:

[Privacy Policy](#)

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