Customer Complaints Policy

Bespoke Bids is committed to providing a high-quality, professional and transparent service to all our customers. Unfortunately, however, there may be occasions when clients feel the level of service received has fallen below expectations. Telling us about this gives us the chance to review concerns and, if necessary, make internal improvements to our systems and processes.

We define a complaint as follows:

Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the provision of services.

If at any stage you feel unhappy with any aspect of our service, you must inform us as soon as possible. In this first instance, you should first speak to the member of staff you have been dealing with and explain your concerns. Hopefully, at this point, they will be able to help resolve any issues you may have.

However, if after discussing your concern with a member of staff you are not satisfied you do have a right to make a formal complaint.

If you wish to make a formal complaint, the process is explained below:

Making a formal complaint:

To make sure we get the right person handling your complaint, so they can investigate and provide a response as soon as possible, please choose from the following contact options.

- If your complaint is regarding consultancy, please contact: Jo Barker (Bid Director), jo.barker@bespoke-bids.com, 0161 383 2041
- If your complaint is regarding commercials, please contact: Jack Bolton (Operations Director), jack.bolton@bespoke-bids.com, 0161 383 2030
- If you have a general complaint, please contact: Bespoke Bids Head Office, 0161 883 1836, hello@bespoke-bids.com, 3-4 Oriel Court, Sale, M33 7DF

What we need from you:

- Please include as much detail as possible about your complaint, along with your name, address, contact number and a convenient time for us to call you to discuss your complaint if you would like to discuss your complaint over the telephone prior to us sending you a formal, written response.
- **Why do we need this information?** We want to fully understand your complaint and why you feel our level of service has fallen below your expectations. Your data and personal details will be treated in the strictest of confidence and in accordance with our data protection procedure.

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Once we receive your complaint:

- Once we receive your complaint, we will send you a prompt response acknowledging receipt. This will be sent to you within 5 working days, using your preferred communication method (email and/or hard copy letter). This correspondence will contain the name, address, email and contact number of the person handling your complaint. We will give you a complaint reference number that you can quote for future reference.
- Following this, we will fully investigate your complaint. The person handling your complaint will gather all necessary documents, recordings and information to make an independent review of the case. Investigations will utilise all the facts and any previous, related information to produce an unbiased outcome and an expected course of action. Should we require any further information during our investigation process, we will contact you using your preferred method of contact.
- We will then send you a formal written response within 4 weeks from receipt of your complaint. This will outline the details of our investigation, how we reached our decision and any proposed resolution (if applicable). Please note, the 4-week timeframe is the maximum permitted deadline, and we will endeavour to respond to all complaints at the earliest possible opportunity.
- In the unlikely event that we haven't been able to finalise our investigation within 4 weeks, we will formally contact you in writing letting you know and what steps you can take.
- Following the issue of our final response, if you are still not satisfied, you can make contact with our Managing Director, Leon Bright. This individual will then liaise with you directly, as well as independently reviewing your original complaint and our investigation and initial final response.
- Any customer, participant, learner or stakeholder who makes a complaint is free to stop the process and withdraw their complaint at any point. Any withdrawal of a complaint should ideally be made in writing. We will, however, accept a verbal request to withdraw a complaint. We will subsequently confirm any request to withdraw your complaint to you formally in writing.
- In line with the Equality Act 2010, we will ensure that all complainants are treated fairly and equally and that we will provide adjustments to the procedure as required to ensure that at is inclusive. Steps we may take would be to change the format of our responses to best suit the individual and to ensure that complainants are not disadvantaged as a result of their Protected Characteristics. Where requested, we will support individual complainants to raise their concerns in line with the overall procedure.
- Individuals with complaints have the right to complain more than once about Bespoke Bids if subsequent incidents occur whilst we are providing a service to them. However, this contact becomes unreasonable when the effect of the repeated complaints is to harass, or to prevent Bespoke Bids from impartially investigating a complaint or pursuing a legitimate or decision. We consider access to our complaints policy to be

important and it will only be in exceptional circumstances that we would consider such repeated use as unreasonable – but we reserve the right to do so in those exceptional cases.

Our contact details:

If you have any queries or you need any clarity on any of the above information, please contact us. Our contact details are below:

Address:

Bespoke Bids Head Office
3-4 Oriel Court, Sale, M33 7DF

Telephone: 0161 883 1836

Email: hello@bespoke-bids.com

Website: https://bespoke-bids.com/