

## **Denis J Vickers (Consultant Ecologist) – Complaints Policy/Procedure**

I aim to provide high quality services which meet your needs. I believe this is achieved most of the time: if I am not getting it right please let me know. In order to ensure the services offered remain at a high and improving standard, there is a procedure through which you can let me know of for any reason you are not satisfied with your dealings with me. If you are not happy with the services, I offer please let me know – my contact details are below.

Often, I will be able to give you a response straight away. When the matter is more complicated, I will give you at least an initial response within five working days.

Making a written complaint: If you are not satisfied with my response or wish to raise the matter more formally, please write to me. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

I bound by CIEEM's Code of Professional Conduct. The Code sets out the Institute's expectations of members in all areas of their professional practice. If after I have responded you are not satisfied, your complaint relates to technical competence and you believe I have contravened the Code please contact CIEEM which will advise and if necessary, investigate the matter further. However, if your complaint relates to business services, invoicing and charges you should contact the Citizen's Advice Consumer Service (UK).

Contact details:

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