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 **Complaints procedure**

We take complaints very seriously.

If you are not satisfied, please follow the process for raising a formal complaint.

**What complaints we can and can’t deal with**

We can only handle complaints about the work, staff and/or levels of service provided by the Party Pioneers.

We can’t deal with services/companies and/or people which are not part of the Party Pioneers.

**Complaints about Party Pioneers**

If you want to speak to someone about a complaint, you can call us on 01633 665609 or 07817 024588 (lines are open 11am to 11pm, Monday to Friday, excluding bank holidays), where we will try to resolve the issue if we can.

**What information we’ll need from you**

We will need:

* a detailed description of what your complaint is about
* Photographic/video evidence
* copies of any letters or emails related to the complaint
* your email address and postal address

We aim to respond to complaints within **14 working days**.

If we can’t reply to you within this time, we will let you know and tell you when you can expect a reply.

**What happens next?**

When you’ve made your complaint, we will:

* send an email to let you know that we’ve received it
* Investigate your complaint; looking at whether your questions were answered, whether you suffered any injustice or hardship, and what remedy would be fair and proportionate in the circumstances.

**Please Remember…**

We will do our best to help with your complaint as soon as we can.

Please note - We have terms and conditions which are strictly enforced.

To view the terms and conditions either

* Visit our website [www.partypioneers.co.uk](http://www.partypioneers.co.uk)
* Check our booking form
* Contact us directly for us to send the document to you.

During the process of a complaint you must strictly follow our terms and conditions especially points 25 and 26.

Under no situation will the client(s)/guest(s)/family member(s)/kin/Staff/Members/People, leave/discuss/disclose positive/negative feedback about Party Pioneers. This includes (but not limited to) public Domains, internet, feedback groups, media, magazines, newspapers, social networking places, bill boards and websites unless authorised by Party Pioneers.

If we find our terms and conditions have been breached/contravened in anyway then the complaint will be closed and no further action can be taken against the Party Pioneers.