

## **Feedback and Complaints Policy**

BMG Research aims to achieve excellence in customer service but when respondents feel the need to offer feedback or complain we will:

- Provide a framework for processing feedback in a transparent and consistent manner
- Ensure all feedback is dealt with in a timely and appropriate manner
- Provide impartial consideration of concerns and complaints
- Resolve complaints to the satisfaction of both the company and complainant in so far as possible
- Learn from feedback and make recommendations for future process and policy improvements

This policy is intended as a guide to resolving issues and sharing best practice.

### **Feedback and Complaints Process**

Any party may provide feedback to any employee of BMG Research at any time about any aspect of the company's activities. Comments can be submitted in a variety of ways:

- Post: Operations Director, BMG Research, Beech House, Greenfield Crescent, Edgbaston, Birmingham, B15 3BE
- E-mail: [feedback@bmgresearch.co.uk](mailto:feedback@bmgresearch.co.uk)
- Telephone: 0121 333 6006 (during office hours)

All feedback, particularly that pertaining to a complaint, is dealt with sensitively and confidentially.

### **Receiving and acknowledging feedback**

When feedback is raised an appropriate response will be provided within 2 working days of initial contact.

### **Receiving and acknowledging Complaints**

When a complaint is received by the Company it will be acknowledged within 2 working days. We will endeavour to resolve the complaint within 10 working days. The complainant will be kept up to date throughout and the outcome of the complaint will be communicated in writing once any relevant investigation is completed. Appeals to the outcome of a complaint should be made within 7 working days to the appropriate staff member (this will be the person who has dealt with a complaint). Appeals will then be passed to the Operations Director for review.

If your feedback or complaint is in relation to your privacy or GDPR matters, please take a few moments to review our Privacy Policy which can be found on our website -

<https://www.bmgresearch.co.uk/privacy/>