

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 aim to facilitate the following:

- Provides a framework for processing feedback consistently
- Ensure all feedback is dealt with in a timely and appropriate manner
- Provide impartial consideration of concerns and complaints
- Resolves complaints to the satisfaction of both the company and complainant wherever possible
- Learns 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.com

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 acknowledged within 2 working days of receipt.

Receiving and acknowledging Complaints

When a complaint is raised it will be acknowledged within 2 working days and we will endeavour to deal with the complaint within 10 working days. The complainant will be kept up to date throughout and the outcome of the complaint will be communicated 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 related please take a few moments to review our Privacy policy which can be found on our website –

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