

SML Hub Complaints Procedure

At SML Hub, we value feedback and are committed to resolving any concerns promptly and fairly. If you have a complaint, please follow the procedure outlined below:

1. Informal Resolution:

Feel free to approach any member of staff to arrange a conversation about the issue.

2. Formal Complaint Submission:

If it's not resolved, please email a formal complaint to Amy.Neylon@SMLHub.co.uk and include:

- Your full name and contact details
- A detailed description of the issue
- Any relevant dates, references, or information
- What resolution or outcome you are seeking

3. Acknowledgment of Complaint:

Upon receiving your formal complaint, we will acknowledge it within 14 days.

4. Factfinding:

We will investigate the complaint thoroughly and fairly. This may involve reviewing documentation, gathering additional information, and seeking relevant insights. The investigation process can take up to 28 days.

5. Outcome and Resolution:

Once we have completed our investigation, we will contact you with our findings and any actions we plan to take. If we cannot fully resolve the matter, we will explain the reasons behind our decision.