



Advanced Assessments Complaints Policy

The company is committed to providing a high standard of client service and continuous improvement.

We welcome feedback on our services at any time. If you are dissatisfied with our services, please allow us to fix the problem. We will investigate the matter.

All complaints should be referred to the Client Support Team. Complaints should be made in writing only to customer.service@advancedassessments.co.uk please follow up your email with a letter by recorded post to:

The Client Support Team
Advanced Assessments Ltd
180 Piccadilly
London W1J 9HF

To help us deal with the complaint as quickly as possible, your complaint must include:

- Client's or Organisation's name.
- Date of birth if applicable.
- Full postal address.
- Date the issue arose.
- Clear and logical description of the issue in full.
- The project ID if you have one.

We will do everything possible to resolve the complaint at the first point of contact. The Client Support Team may contact you to obtain further information about the complaint. Complaints must be made within seven days of receipt of the service or goods.

Our internal procedures may take up to eight weeks to investigate your complaint and complete our findings at Stage 1. However, we will make every effort to resolve your complaint as soon as possible.

Where the complaint remains unresolved at Stage 1, at our sole discretion, we might ask it to escalate to stage 2. At stage 2, we may decide someone other than the initial person who considered the complaint to review it. Where the complaint remains unresolved by Stage 2, at our sole discretion, we might appoint someone independent of Advanced Assessments Ltd to investigate the complaint. At each stage, you consent to share your data with a third party. If the complaint remains unresolved at Stage 2, at our sole discretion, we may decide to progress your complaint to Stage 3, where we will ask for a second independent reviewer to review the complaint. If the complaint remains unresolved at Stage 3 at our sole discretion, we may refer the complaint to an independent mediator or arbitrator or other body. The determination of the Decision Maker at Stage 4 will be legally binding on both parties.