

COMPLAINTS PROCEDURE

The Media Centre strives to consistently provide the highest standards of customer service. Feedback is important to us and if you feel we've not met your expectations then we'd like to know.

If you have a concern, the simplest and quickest way to express and resolve the issue is to speak with us at the time the complaint arises. We appreciate that sometimes this is not always possible; if it is not possible to raise a complaint at the time or you would prefer to raise an issue following the event, the best way to do this is in writing to the relevant line manager.

Please refer to the list below for the appropriate manager for you to contact:

Conferences

Ann Storey
01484 483011
ann.storey@the-media-centre.co.uk

Customer Service

Ann Storey
01484 483011
ann.storey@the-media-centre.co.uk

Café Ollo

Tracy Dyson
01484 487909
tracy.dyson@the-media-centre.co.uk

IT

Steve Turner
01484 483004
steve.turner@the-media-centre.co.uk

Finance

Emma Ebbatson
01484 483051
emma.ebbatson@the-media-centre.co.uk

Marketing and Creative Programme

Clare Daněk
01484 483007
clare.danek@the-media-centre.co.uk

Chief Executive

Brent Woods
01484 483001
brent.woods@the-media-centre.co.uk

We will endeavour where possible to resolve your complaint immediately. However, if an immediate solution cannot be achieved because further investigation is necessary, we will let you know straight away, and we promise to respond fully within 7 working days of the complaint being registered.

If our investigations take longer than anticipated,(which will only happen if the circumstances are particularly complex) and we are unable to put it right within those 7 days, we will tell you and keep you informed of progress.

We will not allow any complaint to be left unresolved for more than 4 weeks.

The next step

If you are not satisfied with the response you receive, you may refer your complaint to the CEO to review your concerns (or the Chair of the Board if your complaint is regarding the CEO). You will receive a full or interim response from them within 7 days of when the complaint is received.