



## Complaints

UKPIPS aims to provide its community and other users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality of the service provided falls short of what they could reasonably expect.

We aim to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise your complaint with the person concerned. Where this does not resolve the problem, the more formal; procedure outlined below should be used.

### **This is what you should do:**

The complaint should be made in writing, by letter or email and contact details are provided below. Your complaint will be acknowledged, within 3 working days of receipt.

### **This is what UKPIPS will do:**

A trustee, not named in the complaint, will investigate the circumstances leading to the complaint. S/he will communicate the results of the complaint to the complainant within a reasonable time, normally twenty-eight days of the complaint being received. If the complaint is found to be justified, the Chair of Trustees will agree any necessary further action with the complainant.

The complainant will have the right, if dissatisfied with the results of the investigation, to put an appeal in writing to an appeal panel of 2 trustees (not including any trustee already involved in the complaint). If the appeal panel finds that the complaint is justified, they will agree any further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair of Trustees will keep the Trustees informed of the number and nature of complaints, and the outcomes. S/he will report to the Board of Trustees at least annually, or as complaints arise and need reviewing.

If you have a complaint, contact:

By email to: [ContactUs@ukpips.org.uk](mailto:ContactUs@ukpips.org.uk)

Or, in writing to: Brian Cook Associates, Marine House, 151 Western Road,  
Haywards Heath, West Sussex RH16 3LH

*Please also let us know if you are happy with the services provided by UKPIPS.*