



MID-ANGLIAN ENTERPRISE AGENCY LIMITED

COMPLAINTS POLICY

Our Commitment to our Clients

The Mid Anglian Enterprise Agency Ltd is committed to providing excellent service. However, should the service you receive not meet our usual high standards, we would welcome your comments and suggestions for improvement.

If you decide that you wish formally to complain you should either write us a letter, or talk to a member of our team who will record your complaint and send you a copy of what has been noted.

All complaints are handled as urgent and will be brought to the immediate attention of the Chief Executive who will acknowledge the receipt of your complaint within seven working days. The Chief Executive will carry out an investigation and will respond to you within 14 working days of the acknowledgement letter.

If we exceed your expectations then we would also be pleased to hear from you; it will enable us to compliment the people involved and build on the experience for the future.

Please send your feedback for the attention of:

John Riley
Chief Executive
MENTA
The Vision Centre
5 Eastern Way
Bury St Edmunds
IP32 7AB