

Complaints Procedure

Version: 1.1

Effective Date: 8 May 2026

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Classification: Public

Purpose

Bloomfield Street is committed to delivering professional, transparent and high-quality operational consultancy and support services.

We recognise that concerns or dissatisfaction may occasionally arise and are committed to addressing complaints fairly, proportionately and constructively.

This procedure explains how concerns can be raised, how complaints will be managed, and the standards clients and stakeholders can expect throughout the process.

Bloomfield Street aims to:

- resolve concerns promptly and professionally
- encourage open and constructive communication
- manage complaints consistently and fairly
- maintain transparency throughout the process
- protect confidentiality and information security
- learn from feedback and improve services continuously
- comply with applicable UK legal, consumer protection and data protection obligations

Bloomfield Street aims to provide services with reasonable care, skill and professionalism in line with applicable legal and contractual obligations.

Scope

This procedure applies to complaints raised by:

- clients
- prospective clients
- suppliers or partners
- members of the public
- other stakeholders interacting with Bloomfield Street

This procedure applies to concerns relating to:

- quality of service
- communication or conduct
- delays or delivery concerns
- administrative errors
- confidentiality or information handling concerns
- accessibility or inclusion concerns
- billing or contractual administration concerns

- dissatisfaction with consultancy delivery or service experience

For the purposes of this procedure, a complaint is defined as:

Any expression of dissatisfaction relating to services, conduct, communication or delivery where a response or resolution is expected.

This procedure does not replace any contractual dispute resolution provisions contained within individual agreements or statements of work.

Informal Resolution

Bloomfield Street strongly encourages concerns to be raised informally in the first instance wherever appropriate.

Many issues can be resolved quickly through clarification, discussion or review before they develop into formal complaints.

Clients and stakeholders are encouraged to contact Bloomfield Street as soon as concerns arise to support early resolution and minimise unnecessary escalation.

Where informal resolution is not appropriate, unsuccessful, or the concern is considered sufficiently serious, a formal complaint may be submitted in line with this procedure.

Principles

Complaints will be managed in line with the following principles:

Fairness

Complaints will be considered objectively, proportionately and without bias.

Professionalism

All parties are expected to engage respectfully and constructively throughout the process.

Confidentiality

Complaint information will only be shared with individuals who require access to investigate or resolve the matter.

Transparency

Complainants will be kept informed of progress, expected timescales and outcomes wherever reasonably practicable.

Proportionality

The level of review and investigation will reflect the nature, seriousness and complexity of the complaint.

Continuous Improvement

Feedback and complaints are used to improve operational processes, communication, governance and service delivery.

How to Make a Complaint

Formal complaints should be submitted in writing to support accurate review, investigation and record keeping.

Complaints may be submitted by:

- email
- website contact form
- written correspondence

Contact Details

Email: enquiry@bloomfieldstreet.co.uk

Postal Address:

Bloomfield Street, 73 Hobson Street, Failsworth, Manchester, M35 0JF, United Kingdom

To support timely review and resolution, complaints should include:

- the complainant's name and contact details
- a clear description of the concern
- relevant dates, communications or project references
- supporting documentation where applicable
- details of any steps already taken to resolve the issue
- the desired outcome, where known

Anonymous complaints may be reviewed where sufficient information is available, although investigation may be limited.

Complaint Handling Process

Stage 1 – Acknowledgement

Bloomfield Street will normally acknowledge receipt of a formal complaint within **5 working days**.

Acknowledgement may include:

- confirmation that the complaint has been received
- requests for clarification or additional information where necessary
- confirmation of the next steps and indicative timescales

Stage 2 – Review and Investigation

Complaints will be reviewed proportionately based on their nature, seriousness and complexity.

The review process may include:

- reviewing relevant correspondence or project documentation
- assessing agreed deliverables, scope or contractual obligations
- considering operational context and dependencies
- discussing the matter with relevant parties where appropriate
- identifying opportunities for service or process improvement

Bloomfield Street aims to provide a substantive response within **20 working days** wherever reasonably practicable.

Where additional time is required due to complexity, availability of information or other reasonable factors, updates will be provided.

Stage 3 – Outcome

Following review, Bloomfield Street may:

- provide clarification or explanation
- acknowledge service shortcomings where identified
- apologise where appropriate
- agree corrective or improvement actions
- propose reasonable resolution actions
- partially uphold or reject the complaint with explanation

Outcomes will normally be communicated in writing.

Submission of a complaint does not automatically entitle a complainant to compensation, refunds or other financial remedies.

Escalation

If a complainant remains dissatisfied following the initial response, they may request escalation within **20 working days** of the outcome being issued.

Where possible, escalated complaints will be reviewed with fresh consideration and against all available evidence, contractual documentation and relevant communications.

A final response will normally be issued within **20 working days** of escalation.

Where appropriate and proportionate, Bloomfield Street may consider mediation or alternative dispute resolution approaches.

What This Procedure Does Not Cover

This procedure is intended to address genuine concerns regarding service delivery, conduct or operational matters.

The procedure does not normally apply to:

- dissatisfaction solely relating to professional opinion or consultancy recommendations
- delays caused by client-side dependencies, unavailable information or delayed approvals
- issues arising from third-party software, platforms or service providers outside Bloomfield Street's reasonable control
- requests or expectations outside agreed contractual scope
- pricing disputes raised after services or deliverables have been agreed and accepted
- matters subject to separate contractual or legal proceedings

Bloomfield Street reserves the right to determine whether a matter falls within the scope of this procedure.

Data Protection and Confidentiality

Complaints may involve the processing of personal data.

Bloomfield Street manages complaint-related information in accordance with applicable UK data protection legislation, including:

- the UK General Data Protection Regulation (UK GDPR)
- the Data Protection Act 2018

Complaint records will:

- be stored securely
- only be accessed by authorised individuals where necessary
- be retained for a period of **6 years** following closure unless a longer retention period is legally required
- not be disclosed externally unless required by law, professional obligation or legitimate resolution activity

Further information is available within the Bloomfield Street Privacy Notice and Data Protection & Confidentiality Statement.

Accessibility and Reasonable Adjustments

Bloomfield Street is committed to ensuring complaints can be raised fairly and accessibly.

Reasonable adjustments will be considered where required to support individuals with disabilities, communication needs or accessibility requirements.

Alternative communication methods may be considered where reasonably practicable.

Vexatious or Unreasonable Behaviour

Bloomfield Street reserves the right to limit or cease communication where behaviour becomes abusive, threatening, discriminatory, repetitive without new information, or otherwise unreasonable.

Any such action will be proportionate, documented and consistent with applicable legal obligations.

Learning and Continuous Improvement

Complaints and feedback are periodically reviewed to identify themes, trends and opportunities for operational improvement.

Where appropriate, Bloomfield Street may:

- improve internal processes or controls
- strengthen communication practices
- update governance or documentation
- introduce additional operational safeguards
- improve service clarity and delivery standards

Jurisdiction

This procedure shall be governed by the laws of England and Wales.

Any disputes arising in connection with this procedure shall be subject to the jurisdiction of the courts of England and Wales unless otherwise agreed in writing.

Related Documents

This procedure should be read alongside:

- Terms of Service
- Privacy Notice
- Data Protection & Confidentiality Statement
- Information Security Statement
- Equality, Diversity & Inclusion Statement
- Social Value & Responsible Business Statement