



## Aperture NI Complaints Policy

Aperture NI always aims to provide high quality services and a high standard of customer care.

This policy explains how a client can raise a complaint about Aperture NI services and how Aperture NI will deal with this complaint.

### Making a complaint

If you wish to make a complaint, you can do so via the online contact form on the Aperture NI website [www.apertureni.co.uk](http://www.apertureni.co.uk) or send an email to the contact email address on the website.

### Information to be included in the complaint

Please include the following information in your complaint:

- Your full name;
- Your contact telephone number and email address;
- The fact that you are raising a complaint;
- Dates and times relevant to your complaint;
- Type of services Aperture NI has provided to you;
- Any quotation or reference or invoice numbers Aperture NI has provided to you; and
- A summary of the problems you have experienced and why the Aperture NI services were not satisfactory.

### Acknowledgement

Aperture NI will acknowledge your complaint within 5 working days.

### Investigation

Aperture NI will conduct a thorough investigation into your complaint. Aperture NI may need to contact you in order to obtain further details during the investigation.

### Response

Aperture NI will ordinarily provide a full response to your complaint by email within 15 working days. Sometimes the investigation will take longer and, if this is the case, Aperture NI will contact you to advise accordingly providing you with a revised timetable in which you should expect to receive a response. Aperture NI will provide you with regular updates thereafter.

Aperture NI may agree with all or some of the grounds of your complaint. If this is the case, Aperture NI will aim to offer a satisfactory solution to you which is most appropriate in the circumstances.

If Aperture NI does not agree with the grounds of your complaint, Aperture NI will provide you with full details to explain why this is the case. If you are unhappy with this, you may wish to raise a formal complaint externally.

### Ombudsman

The following Ombudsman scheme may be able to assist in resolving complaints or disputes about Aperture NI services.

- Trading Standards through their Consumerline service, online via the following link [Flow form](#) or using phone number 0300 123 6262.

**Legal Claims**

Aperture NI always hopes that complaints or disputes can be resolved at the lowest possible level, however if the complaint or dispute cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.