

Complaints Policy & Procedure

Company Name:	Ikigai Consulting Group Ltd ("the Company") – Trading as Ikigai®
Policy No.	5
Policy Name:	Complaints Policy and Procedure
Version:	3
Date:	11 January 2025

Complaints Policy

Ikigai Consulting Group is committed to providing a high-level service to our customers in every interaction. If you do not feel that we have met these standards, we would like you to tell us about it.

Complaints Procedure

If you have a complaint, please contact Nick Chenery, Managing Director. You can write to him at nick@ikigai.org.uk

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within **2-5** days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within **2-5** days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The Ikigai employee dealing with your complaint will then invite you to meet him/her (either in person or via phone/video call) to discuss and hopefully resolve your complaint. S/he will do this within 5 days of the end of our investigation.

Ikigai Consulting Group Ltd, Trading as Ikigai®, Company Number 12378811, Registered in England and Wales.

Registered address: Suite A 82 James Carter Road, Mildenhall, Bury St. Edmunds, England, IP28 7DE2.

VAT registration number: 339 9484 44

6. Within 2 days of the meeting the Ikigai employee dealing with your complaint will write to you to confirm what took place and any solutions s/he has agreed with you.
 - If you do not want a meeting or it is not possible, the Ikigai employee dealing with your complaint will send you a detailed reply to your complaint. This will include his/her suggestions for resolving the matter. S/he will do this within 5 days of completing his/her investigation.

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.