

Compliments & Complaints

Jacob Archer Event Solutions, trading as Event TM (the Firm) is committed to delivering a high-quality legal service to all our clients. We value feedback both positive and negative as an essential part of maintaining high standards and improving our services.

1. Compliments & Client feedback

1.1. If you are pleased with the service provided, we encourage you to share your feedback directly with the person handling your matter.

1.2. Compliments can also be submitted via our reception team or by email to:

 contact@ja-es.uk

1.3. At the conclusion of your matter, you may receive a Client Feedback Questionnaire, where you can rate our service and provide written comments. All responses are reviewed by our Practice Manager, and positive feedback is passed on to the relevant team members.

1.4. Use of Testimonials

Any written compliments or feedback may be used as anonymous testimonials in our marketing and promotional materials (both digital and print). These will not include any identifying personal information. Testimonials will be listed simply by client type (e.g. Event Name/Company Name) and the date (e.g. December 2022).

2. Informal Complaints & Early Resolution

2.1. If you are dissatisfied with any aspect of our service, we encourage you to raise it as soon as possible with the person handling your matter. Most concerns can be resolved quickly and informally.

2.2. If you remain dissatisfied or are uncomfortable raising the issue with that individual, you may contact:

Mr Jacob Archer-Moran, Owner

jacob@ja-es.uk

01872 885 930

2.3. Upon receipt, we will review your concerns, and if necessary, the file, and aim to provide an initial response or update within seven business days. If further investigation or input is required from third parties, we will keep you informed of any delays.

3. Formal Complaints Procedure

3.1. If the matter is not resolved informally, you may submit a formal complaint in writing to Mr Archer-Moran, using the contact details above.

3.2. Please be assured that raising a complaint will not affect the handling of your matter or your rights as a client.

3.3. What You Can Expect

Upon receipt of your formal complaint:

- a) We will acknowledge your complaint within five business days.
- b) We may request further clarification if needed.
- c) Your complaint will be recorded in our central register.
- d) We will investigate your concerns, including reviewing your file and discussing the matter with relevant staff.
- e) We aim to respond with an outcome or further update within fourteen business days of our acknowledgment. Where the matter requires further time, we will keep you informed of expected timeframes.

f) A final written response will be issued, outlining our conclusions and advising you of your rights.

4. If we cannot resolve your Complaint

4.1. If we are unable to resolve your complaint to your satisfaction, you may wish to contact an Alternate Dispute Resolution Provider.

4.2. There are many ADR services out there such as PROMEDIATE <https://www.promediate.co.uk/>

a) We do not agree to use ProMediate, they are just listed as an example.

b) We do not agree to incur any costs from the use of an ADR scheme and the use of one will be solely at your cost

5. Learning

5.1. We recognise that errors and miscommunications can occur. All complaints are reviewed internally to identify opportunities for improvement in our procedures, systems, or service delivery.

6. Contact details for Complaints

For all complaints and client care matters, please contact:

Mr Jacob Archer-Moran, Owner

jacob@ja-es.uk

01872 885 930

94 Southgate St, Redruth, Cornwall, TR15 2ND

If you require this document in an alternate format, please call us on 01209 213 646.