

## **COMPLAINTS POLICY AND PROCEDURE**

### **1. Principles**

At Future Focus, we are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **2. Procedure**

Future Focus has in place procedures should a complaint arise. The procedure is as follows:

- i. If you have a complaint, please, contact us in writing with the details. We have four weeks to consider your complaint. Please forward your email to [admin@futurefocus.com.mt](mailto:admin@futurefocus.com.mt) and please note that your complaint will remain confidential. Your details will not be forwarded to any other person without your permission.
- ii. We will send you an email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- iii. We will investigate your complaint. This will normally involve passing your complaint to our management team, who will review your matter file and speak to the member of staff who acted for you.
- iv. You will be invited to a meeting to discuss and resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
- v. Within three days of the meeting, you will receive a confirmation of what took place and any solutions agreed upon, with you.
- vi. If you do not wish to have a meeting or it is not possible, you will receive a detailed written reply to your complaint, including suggestions

---

Quality Assurance Policies and Procedures

for resolving the matter. This takes place within 21 days of your receipt of the acknowledgement letter.

- vii. At this stage, you also have the option whereby we can arrange for an independent person or someone unconnected with the matter at the Centre for a review of the decision.
- viii. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If you are still not satisfied, you can also contact the following:

**NCFHE**

Malta Life Sciences Park,  
San Gwann,  
SGN3000  
Malta  
T: 00356 23810000

Policy review date: July 2020