

Audere  
GROUP

Policy - Complaints



Knowledge  
is Power

## COMPLAINTS POLICY

### Introduction

The Audere Group is committed to maintaining the highest standards of service and conduct. We value feedback from clients, partners, and stakeholders, and recognise that on occasion concerns may arise that require a formal response. This Complaints Procedure outlines how we manage and address complaints to ensure they are resolved in a fair, transparent, and timely manner.

### Scope

This procedure applies to all complaints relating to The Audere Group's services, employees, or representatives.

### How to Make a Complaint

Complaints should be submitted in writing to ensure they are properly documented and investigated. Please provide the following information:

- Your full name and contact details
- A clear description of the nature of your complaint
- Any relevant supporting evidence (e.g., dates, correspondence, or details of conversations)

Submission Address: Group CEO: The Audere Group, 97 Jermyn Street, London, SW1Y 6JE  
Email: C.Blackmore@auderegroup.com

### Complaints Process

*Upon receipt of your complaint*

**Acknowledgement:** We will acknowledge your complaint in writing within 5 working days.

**Investigation:** The Group CEO or a designated representative will conduct a thorough investigation. This may involve contacting you for further information or speaking with relevant parties.

**Response:** A written response outlining our findings, actions taken, and any proposed resolutions will be provided within 20 working days of the initial acknowledgement. If the investigation requires additional time, we will inform you of the revised timeframe.

### Appeals Process

If you are dissatisfied with the outcome, you may submit an appeal in writing within 10 working days of receiving our response. The appeal will be reviewed by an alternative senior executive who was not involved in the initial investigation. A final written decision will be provided within 15 working days of your appeal submission.

## **Confidentiality**

All complaints will be handled with discretion and in accordance with The Audere Group's data protection policies. Information will only be shared with those involved in the investigation and resolution process.

## **Continuous Improvement**

The Audere Group is committed to learning from complaints to improve our services. Where appropriate, we will implement corrective actions to prevent future issues.

97 Jermyn Street,  
London, SW1Y 6JE

+44 (0) 20 3965 0335  
enquiries@auderegroup.com  
auderegroup.com

**Audere**  
GROUP