



CUSTOMER & CLIENT COMPLAINTS PROCESS

Bush & Co welcomes client and customer feedback in any form. We value any expressions of dissatisfaction and complaints made, as it helps us grow and improve our service delivery for all.

We also welcome any compliments and positive feedback to give our staff and consultants when they have done something well.

How to make a complaint or give feedback:

You can email us: Governance@bushco.co.uk

Letter via post:

Unit C Daventry Interchange
Sopwith Way
Drayton Fields
Daventry
NN11 8PB

Telephone: 01327 876 210

Opening Hours: 09:00 – 17:00 Monday to Friday – Closed weekends and Bank Holidays

In order to process your concern or complaint please provide:

- Your Full Name
- Client Name
- Client ID/reference number (if applicable)
- Email address
- Telephone Number
- Solicitor (If applicable)
- Insurer (If applicable)
- Clear Description of feedback/complaint (dates if applicable)

Data Protection

If your complaint relates to one of our clients we may require their consent prior to releasing any sensitive data in relation to the complaint under GDPR regulations.

What happens next?

You will receive an acknowledgement from us within 3 working days of complaint being received.

Investigation process:

We will investigate the complaint and summarise our findings to you based on investigation outcomes.

How long does it take?

We aim to respond back to you within 28 working days. Any delays past the 28 day threshold will be notified to you immediately and reasons why.

(If you require our full complaints policy, please contact us via governance@bushco.co.uk)