



ActNow Consulting Complaints Process

ActNow Consulting is committed to working ethically, responsibly and transparently. If anyone feels that I have not lived up to these standards, I welcome the opportunity to put things right.

1. Purpose

This process allows clients, partners, or other stakeholders to raise concerns about my services or conduct, and ensures issues are handled fairly, quickly, and professionally.

2. Who Can Make a Complaint

Anyone who interacts with ActNow Consulting — including clients, collaborators, community stakeholders, or those affected by my work — may raise a complaint.

3. Grounds for a Complaint

You may make a complaint if you believe that ActNow Consulting has:

- acted unethically or irresponsibly
- breached an agreement or commitment
- provided a service that did not meet expected standards
- behaved in a way that caused harm, disadvantage, or concern

4. How to Make a Complaint

You can submit a complaint via my Contact Form or email alexina@actnowconsulting.co.uk

Please provide a short description of the issue and how you feel it could be resolved.

5. What Happens Next (Simple Timeline)

- **Within 5 working days:** I will acknowledge your complaint.
- **Within 10 working days:** I will review the issue and, if needed, ask for more information.
- **Within 20 working days:** I will share a proposed resolution. If more time is required, I will let you know why.

6. Fairness and Protection

All complaints are treated confidentially and without judgement. Raising a concern will never result in negative treatment of any kind.

7. Outcomes

I will explain the outcome clearly, including any actions I will take to address the issue or prevent similar concerns in future.

8. Continuous Improvement

Feedback and complaints help me strengthen my services. I regularly review any concerns raised to support ongoing learning and improvement.