

Complaints Procedure

This Complaints Management System is in place to ensure our business and team are accountable for their decisions and actions.

- Complaints are invited by telephone, email or in writing. Contact details are in the magazine, and also on the website and social pages.
- All complaints are sent directly to both business owners: Editor-in-Chief and Sales Director.
- One business owner will investigate the complaint and respond personally within one week.
- If needed, a correction or apology will be published online and/or in the magazine.
- If necessary, an internal review will take place to assess the complaint and amend processes to ensure it doesn't happen again.
- Always endeavour for early resolution to any complaint.
- Complaints will always be treated with courtesy and respect.