

The Consultancy World:

# Complaints Policy

Last updated: 18 May 2026

The Consultancy World is committed to providing a high quality of service to all our clients and website users. We take all complaints seriously and aim to resolve them fairly, transparently, and efficiently. This policy sets out how you can raise a complaint and how we will handle it.

## 1. Purpose and Scope

This policy applies to all complaints received from clients and website users of The Consultancy World, including concerns relating to our data intelligence products, consultancy services, team conduct, billing, or any other aspect of our business.

## 2. How to Submit a Complaint

Please submit your complaint by email to [support@theconsultancy.world](mailto:support@theconsultancy.world). To help us investigate your complaint promptly, please include:

- Your full name and contact details.
- The name of your business or organisation, if applicable.
- A clear description of your complaint.
- Relevant dates and any supporting documentation.
- What outcome you are seeking.

## 3. How We Handle Complaints

### Acknowledgement

We will acknowledge receipt of your complaint within three business days of receiving it.

### Investigation

A senior member of our team will thoroughly investigate your complaint, which may include reviewing relevant documentation, consulting with team members, and gathering further information as needed.

### Initial Findings

You will receive an update on our initial findings within fifteen business days of acknowledgement.

### Resolution

We aim to resolve all complaints within eight weeks of acknowledgement. You will receive a written response detailing the outcome of our investigation and any resolution offered.

### Escalation

If you are dissatisfied with our resolution, you may request escalation to the directors of The Consultancy World by emailing [support@theconsultancy.world](mailto:support@theconsultancy.world). If the matter remains

unresolved, we will provide information about external options, including mediation and Alternative Dispute Resolution (ADR). You will also be informed of your right to pursue legal action.

#### **4. Resolution Options**

Resolutions may include, but are not limited to, apologies, refunds (where applicable under the relevant Service Agreement), service adjustments, additional support, or corrective action.

#### **5. Record-Keeping and Review**

All complaints will be recorded. We use complaint data to identify trends, improve our services and prevent recurrence. This policy is reviewed regularly.

#### **6. Confidentiality**

We are committed to maintaining the confidentiality of all complainants and their information. Please refer to our Privacy Policy for details of how we handle personal data.

#### **7. Accessibility**

We are committed to making our complaints process accessible to all individuals, including those with disabilities. In accordance with the UK Equality Act 2010, we will make reasonable adjustments to the complaints process on request.

#### **Contact Us**

If you have any questions or concerns about this policy, please contact us:

- Email: [support@theconsultancy.world](mailto:support@theconsultancy.world)
- Website: [www.theconsultancy.world](http://www.theconsultancy.world)

The Consultancy for Business Solutions Ltd t/a The Consultancy World is registered in England and Wales under company number 14820561. Our registered office address is held on the Companies House register and can be viewed at [find-and-update.company-information.service.gov.uk](http://find-and-update.company-information.service.gov.uk).