

# Grampian Business Finder Complaints

Our Members operate to the Grampian Business Finder Values and are happy that feedback from their customers is published online.

In the unlikely event of negative feedback being received, before it is published Members get a chance to resolve things which often results in an amicable outcome for all concerned.

## Complaints Process

- We encourage the Customer and the Member to make all reasonable efforts to discuss your issues directly to look for an amicable resolution.
- Grampian Business Finder is impartial but where appropriate we may do some investigation between both parties; we aim to support both parties to a solution whenever possible.
- Grampian Business Finder may contact the Member to discuss concerns. If the Customer does not want us to contact the company, we cannot make a complaint public. We keep complaints on record though for any future reference.
- Please submit your complaint as soon as possible following taking action to resolve the matter.
- Grampian Business Finder does not publish anonymous or third-party complaints.
- We respond to all complaints swiftly.
- Grampian Business Finder does not get involved in any subsequent legal process, although we can point you in the direction of solicitors, citizens advice, trading or advertising standards, and the simple procedure (formerly small claims court).
- If a Member is found to be continually or deliberately operating in an unethical manner, they will be removed from the Grampian Business Finder website, Facebook group and online platforms.