



# Aim High

CEFNOGAETH BUSNES  
/ BUSINESS SUPPORT

## Customer Complaints Process

At Aim High Busnes, we value our clients and are committed to providing exceptional advice and guidance. However, we understand that there may be occasions when our services do not meet your expectations. To ensure we address any issues promptly and effectively, we have established a clear and straightforward complaint process.

If you have a complaint, please contact us as soon as possible. You can reach us via email at [angharad@aimhighbusiness.cymru](mailto:angharad@aimhighbusiness.cymru) Please provide as much detail as possible about your complaint, including your name, contact information, the nature of the issue, and any relevant documentation or correspondence. This will help us investigate and resolve the matter efficiently.

Once we receive your complaint, our dedicated complaints team will acknowledge receipt within five working days. We will then conduct a thorough investigation, aiming to resolve the issue within ten business days. If we require more time, we will inform you of the delay and provide an updated timeline. Throughout the process, we will keep you informed of our progress and any actions we are taking to address your concerns.

After our investigation, we will provide you with a written response detailing the outcome and any steps we have taken to rectify the situation

At Aim High Busnes, your satisfaction is our priority. We are committed to learning from your feedback and continuously improving our services. Thank you for giving us the opportunity to address your concerns and for your continued trust in Aim High Busnes.

Process to be reviewed: January 2025