

Complaints Procedure

PREPARED FOR	Audience
PREPARED BY	David Collings General Manager
REFERENCE	LEGDOCo06
DATE	28/09/2026
CLASSIFICATION	Public
TYPE	Statement

Our Commitment

At Legastat Ltd, we are committed to delivering high-quality services and exceptional customer care. We value feedback and take all complaints seriously as part of our commitment to continuous improvement.

How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us as soon as possible by email, telephone or in writing.

Email: info@legastat.co.uk

Telephone: [Insert Number]

Please provide:

Your name and organisation

A description of the issue

Relevant dates and reference details

The outcome you are seeking

What Happens Next

We will:

Acknowledge your complaint within two working days

Investigate the matter promptly and fairly

Keep you informed of progress where necessary

Aim to provide a full response within ten working days

If additional time is required due to the complexity of the matter, we will advise you accordingly.

Escalation

If you are not satisfied with our response, you may request that the complaint is reviewed by a senior manager who has not previously been involved in the matter.

Continuous Improvement

We record and review complaints to identify opportunities for improvement and to help ensure the highest standards of service.

Further Information

Please contact:

email: compliance@legastat.co.uk