

Tell us what you think

Your feedback, a compliment or a comment, is a valuable opportunity for us to learn from your experience.

How do I send a compliment or comment?

Send your compliment or comment to the relevant Service Delivery area including:

- Your name
- Your organisation
- Details of your experience

Compliment

If we've exceeded your expectations, we'd love to hear about it.

Forward your compliment to the individual or their Line Manager to congratulate them on delivering excellent service. Alternatively you can send it to the relevant Service Area.

Comment

If you have something to say about our service that isn't a complaint, such as an idea on how we can improve service in any way.

Forward your comment to the relevant Service Delivery area for their consideration.

All Compliments support individuals **Performance Management Reviews** and all Comments support our **Continuous Improvement Process**

Email: [HR and Payroll](#), [Finance](#), [Grants](#), [Procurement](#) or for any IT related feedback; [ISS](#)

Tell us what you think

If you are still dissatisfied after using our escalation process you can express this by formally raising a complaint.

How do I raise a Complaint?

Send your complaint to Feedback@uksbs.co.uk including:

- Your name
- Your organisation
- Details of your experience

We'll acknowledge your email within one working day.

The Team will record the details and every interaction with you during the process.

Complaint

An expression of dissatisfaction with any aspect of:

- The quality of our service or advice
- Our processes and policy
- Our employees
- Any form of discrimination

Your complaint will be forwarded to the relevant service team for investigation. You will receive an acknowledgement within one working day and a full response within 10 working days.

All Feedback supports our **Continuous Improvement Process**

Email: Feedback@uksbs.co.uk