

Complaints Procedure

We aim to provide a friendly, professional service to every client. If something hasn't gone the way it should, we want to know — so we can put it right.

Effective Date: 1st June 2026

How to make a complaint

Please contact us by email at info@blueflamingopeople.co.uk with:

- Your name and contact details
- A description of what happened
- What you would like us to do about it

You can also write to us at:

Blue Flamingo Ltd

9 Palace View, London, CR0 8QU

What happens next

- We will acknowledge your complaint within 3 working days
- We will look into it and respond fully within 14 working days. If we need longer (for complex matters), we will tell you and give an updated timescale
- If you are not satisfied with our response, please tell us within 14 days, and we will review the matter at the director level

Where the complaint relates to a matter governed by our Master Services Agreement, the dispute resolution and mediation provisions of that agreement (Clause 27) will also be available.

Data protection complaints

If your complaint is about how we handle personal data, you also have the right to complain to the Information Commissioner's Office (www.ico.org.uk / 0303 123 1113), although we'd appreciate the chance to address your concerns first.

Contact

Blue Flamingo Ltd

info@blueflamingopeople.co.uk

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