

Draft Complaints Handling Standard for Company Partners

This page outlines how we deal with any complaint you may have.

If you have a complaint...

Please contact a member of staff at the number below. Your complaint will be taken seriously and we will make every effort to resolve the problem straight away.

[Complaint contacts at the research organisation]

To help us deal with the complaint as speedily as possible it would be helpful if you could provide us with details of the research project and the identity of the researcher/interviewer/moderator. This information can be found on the thank you leaflet you were provided at the interview or on the invitation you received before the group. For telephone or online research, your telephone number or email address respectively should be enough to allow us to find the relevant project.

Occasionally we may ask you to outline your complaint in writing to ensure we have a thorough understanding of the facts.

What happens if we cannot resolve your complaint straight away...

There may be occasions where we need more time to carry out investigations and therefore we will not be able to resolve your complaint straight away. If this is the case, we commit to the following timetable:

Within 5 business days from the date of your complaint

We will try to provide you with a full reply. If this is not possible, we will confirm in writing that we are looking into your complaint and who will be handling it on your behalf.

Within 2 weeks from the date of your complaint

Your complaint will have been investigated and we will write to you with our response. If we are still not in a position to resolve your complaint then we will inform you of the reasons and when we will make contact again.

Within 4 weeks from the date of your complaint

In the unlikely event that your complaint has not been resolved at an earlier stage, we will write to you with our final response.

If you are dissatisfied

If at any time you are dissatisfied with any aspect of our complaints process, you may write to:

[Senior compliance contact in research organisation]

If you are still dissatisfied

If you wish to pursue your complaint you have the right, within three months of our final response, to ask The Market Research Society (MRS) to review your case.

You can find out more about MRS by contacting:

MRS, 15 Northburgh Street, London EC1V 0JR Telephone: 0207490 4911 Email: codeline@mrs.org.uk
www.mrs.org.uk