



## Complaints Procedure

**Last Updated: March 2025**

At Potential Difference, we are committed to providing a high standard of service. However, if you are dissatisfied with any aspect of our services, we encourage you to let us know so we can resolve the issue effectively.

### How to Make a Complaint

You can submit a complaint by:

- Completing our Online Complaints Form (see below).
- Emailing us at [accounts@potentialdifference.tv](mailto:accounts@potentialdifference.tv)
- Writing to us at:

Potential Difference Limited  
Unit 14, Triangle Business Park  
Quilters Way  
Stoke Mandeville  
Buckinghamshire  
HP22 5BL

### What Information to Include

To help us address your complaint efficiently, please provide:

- Your full name and contact details.
- A clear description of the issue.
- Any relevant dates, times, or locations.
- Supporting evidence (if applicable).
- Your preferred resolution (if any).

### What Happens Next?

**Acknowledgment:** We will acknowledge your complaint within 5 working days.

**Investigation:** We will review the complaint and may contact you for further details.

**Response:** We aim to provide a full response within 10 working days. If further investigation is required, we will inform you of the expected timeline.

### If You Are Not Satisfied

If you are not satisfied with our response, you can request a review by emailing [accounts@potentialdifference.tv](mailto:accounts@potentialdifference.tv)

### Confidentiality & Data Protection

All complaints are handled confidentially and in accordance with our Privacy Policy.



## Complaints Form

### Your Details

Full Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

### Complaint Details

Date of Incident: \_\_\_\_\_

Location (if applicable): \_\_\_\_\_

Description of the Issue:

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Supporting Evidence (if any): *Attach files or photos (if submitting online)*

Preferred Resolution (optional):

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### Consent:

I confirm that the information provided is accurate and agree to the processing of my data in line with the Privacy Policy.

[Submit] (For online forms)