

pie complaints policy

As a bespoke events company, we work closely with our clients to ensure we deliver the event you want, how you want.

However, we understand things do not always go according to plan and as a result have set out our complaints procedure below.

We genuinely appreciate all feedback from our clients. We not only take complaints very seriously, but also build on them as lessons learned so we ensure we continually strive to do better.

On Event

In the first instance, if you are unhappy with something on your event, you need to have contacted your Event Manager. This will give us the chance to rectify any problems in situ, if relevant.

How to complain

Please contact us by email (info@pieevents.co.uk) to discuss your complaint. We will ask you to:

1. Explain your complaint;
2. Provide details of the complaint (e.g. what event you were on, the pie staff involved, timings etc) and;
3. How you'd like the issue to be resolved.

What we will do

- We will investigate the complaint thoroughly. This will involve internal discussions with the team at pie HQ and any other members of pie staff or suppliers involved.
- We will respond to you as soon as possible. We hope this will be within 5 working days and will advise you if it is likely to be longer.
- We will advise you on how we intend to resolve your complaint, and explain how we will change our working procedures (if applicable) to ensure it doesn't happen again.

If you are still unsatisfied

We aim to resolve all complaints as quickly and agreeably as possible. If you are unsatisfied with our response, let us know and we will refer the complaint to our Board of Directors.

How to get in touch

Please contact us by email.

info@pieevents.co.uk

