

Achievements Complaints Procedure

At Achievements, we take immense pride in delivering a professional genealogical research service. With over 60 years of experience, we are committed to the highest standards of customer care and research quality. However, we recognise that occasionally things may not go as expected, and if you are dissatisfied with any aspect of our service – whether it concerns the research process, report quality, communication, DNA advisory service, gift certificates, or any other matter – we genuinely want to hear from you so that we can put things right and continue to improve our services offered.

How to Make a Complaint

- **Raise your concerns informally (recommended first step)** In most cases, issues can be resolved quickly and satisfactorily by speaking directly to the person handling your research. Please contact us by telephone on 01227 462618 or by email at research@achievements.co.uk
- **Submit a formal complaint** If you are unhappy with the outcome of the informal stage, or you would prefer to go straight to a formal complaint, please put your complaint in writing and send it to the CEO, Institute of Heraldic and Genealogical Studies, marked “Formal Complaint”.

Please include:

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- Your full name and contact details
- Your client reference number (if known)
- A clear description of your concern or complaint, including relevant dates and correspondence
- Copies of any supporting documents or previous correspondence
- Details of any steps you have already taken to resolve the matter
- What outcome or resolution you are seeking

You can send your formal complaint by:

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- Email: ceo@ihgs.ac.uk
- Post: The CEO, The Institute of Heraldic and Genealogical Studies
80-82 Northgate Canterbury Kent CT1 1BA United Kingdom

What to Expect

- **Acknowledgement:** We will acknowledge receipt of your formal complaint within 5 working days.

- **Investigation:** Your complaint will be investigated thoroughly and impartially by a senior member of staff who was not directly involved in the original matter.
- **Response:** We will provide a full written response within 14 working days of acknowledgement. If the investigation requires additional time (e.g., retrieval of archive material or consultation with external researchers), we will contact you with an updated timescale and keep you informed of progress.

Appeals

If you remain dissatisfied with our final response, you may request an independent review by a member of our Board of Trustees who has had no previous involvement in your case. Please write to “Appeals – Board of Trustees” at the postal address above within 14 days of receiving our final response, explaining why you would like your complaint escalated. We will acknowledge your appeal within 5 working days and aim to provide a final decision within 28 working days.

Additional Information

We treat all complaints seriously, confidentially, and without detriment to your ongoing or future research with us. Your feedback helps us maintain and improve the high standards our clients expect from Achievements.

Achievements 80 - 82 Northgate, Canterbury, Kent CT1 1BA Telephone: 01227 462618, Email: research@achievements.co.uk, Website: www.achievements.co.uk