



## Content Complains & Concerns Procedure

25<sup>th</sup> May 2018. V1.2 (reviewed 17.06.26)

### Summary

We take our responsibility for displaying content on a public platform, such as the Internet, very seriously.

Unfortunately we cannot always control the nature or accuracy of content provided by users in an interactive setting.

However, while we do our best to police the content managed by Assent, we encourage visitors to raise their complaints and concerns to be formally addressed by our staff.

### Raising a Concern or Complaint

1. Please contact us using the form here: <https://www.assent1.com/contact-us/>
2. Be sure to include:
  - a. The website address.
  - b. Specific page addresses concerned.
  - c. The nature of your concern.
  - d. Any action you propose to be taken.

### How we will address your Concern or Complaint

Our staff will reply to your email as soon as they can.

In addressing concerns and complaints, we will consider the following:

1. Are we responsible for the content.
2. Is there a legal obligation to remove the content.
3. Does the content meet our Content Policy ([https://www.assent1.com/about/content\\_policy.pdf](https://www.assent1.com/about/content_policy.pdf)).
4. Is the content correct and accurate.

We will then feedback to you any action taken.