

Complaints Process Overview

Our company takes customer satisfaction seriously, and we recognise that issues can arise even with the best intentions. To ensure that any concerns are dealt with quickly and fairly, we have developed a comprehensive complaints procedure outlining the steps to resolve any issues.

How to Submit a Complaint

Clients can submit a complaint via phone, email, or in writing. All complaints should include the client's name, address, contact information, and a detailed explanation of the issue.

Initial Response

Once a complaint is received, we will acknowledge it within two working days. We will provide a reference number for the complaint and assign a team member to investigate.

Investigation

The assigned team member will thoroughly investigate the issue, including reviewing any documentation, speaking with involved parties, and assessing relevant records or materials. The team member will aim to respond within ten working days of receiving the complaint.

Resolution

Our team members will aim to resolve the issue to the client's satisfaction. This may include offering a refund, repair, or other resolution based on the nature of the complaint. If we are unable to resolve the issue to the client's satisfaction, we will provide a detailed explanation of the reasons for this.

Escalation

If the client is not satisfied with the initial resolution, they may request escalation to a senior member of our team, who will review the case and provide a response within ten working days.

Final Response

We will aim to resolve all complaints within 28 days. Once a resolution has been reached, we will provide a final response to the client, including a detailed explanation of the resolution and its reasoning.

Customer Service Excellence

We take all client complaints seriously, and we will use any feedback to improve our products and services. We value our clients' feedback and will work to ensure their concerns are addressed appropriately.

In summary, our company takes complaints seriously and will handle them professionally and respectfully. We aim to resolve any concerns promptly and satisfactorily, and we appreciate the opportunity to improve our products and services based on client feedback.