

Complaints Policy

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure that we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

In the unlikely event that there is anything that you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either -

call us on **0151 650 2324** or

e-mail us at info@birkenheadpowdercoatings.co.uk detailing the word 'Compliant' in the subject.

We aim to respond within 2 working days of receiving your complaint and, where possible, will provide you with a date to remedy any issues raised.

We will:

- Document all complaints received in a written complaints log and retain this information for a minimum period of 2 years.
- Acknowledge and offer a course of action to the Customer within 28 days for all complaints.
- If agreed by the Customer, carry out such remedial action within 8 weeks from the date of Customer agreement.
- Try our best to settle complaints amicably with the Customer.
- Offer Customers full details of why a complaint will not be upheld if relevant.
- Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>