

Customer Complaints Procedure

If a customer wishes to make a complaint about an Engineers Mate member of staff, a product or the level of service, in the first instance the complaint should be made in writing to our Customer Services Department using info@engineersmate.com giving full details of the circumstances which have caused the dissatisfaction. Details should include dates and times, conversations with personnel and specifications/id codes of products or services etc.

The email will be responded to within 24 hours and, in certain circumstances, the complainant may be contacted by phone to discuss the matter further in order to gather more information. At this point, the complainant will be offered a solution which should resolve the issue.

Timescale: 24 hours.

If the complainant is not happy with this solution, and wishes to take it further, the complaint will be escalated to the Director responsible for the division of the company concerned with the complaint. Engineers Mate Ltd has three divisions:

- Kingswinford Branch Accounts
- Telford Branch Accounts
- Internet and Finance

The director responsible will review the complaint and what has been proposed as a resolution, and will either uphold the proposal, or make some further offer.

Timescale: 4 working days from initial complaint.

If the complainant is still unhappy with the resolution, the complaint will be escalated to involve all the company's directors and their joint decision will be final.

Timescale: A further 5 working days