



## CORPORATE POLICY

### CUSTOMER COMPLAINTS PROCEDURE



01952 676 925



info@engineersmate.com

Engineers Mate Ltd takes customer satisfaction seriously. Our customer complaints procedure is designed to ensure that any concerns about our staff, products, or services are handled quickly, fairly, and transparently.

## How to Make a Complaint

If you wish to make a complaint regarding an Engineers Mate staff member, product, or level of service, please contact our Customer Services Department in writing at [info@engineersmate.com](mailto:info@engineersmate.com).

When submitting your complaint, please provide as much detail as possible, including:

- Dates and times of incidents
- Names of staff or personnel involved
- Details of conversations
- Specifications or product/service ID codes
- A clear explanation of the issue

This helps us investigate your concerns thoroughly and provide a fair resolution.

### Step 1: Initial Response (Within 24 Hours)

- Your complaint will be acknowledged within 24 hours.
- In some cases, we may contact you by phone to gather additional information.
- At this stage, we will propose a solution to resolve the issue.

### Step 2: Escalation to Division Director (Within 4 Working Days)

If you are not satisfied with the initial solution, your complaint will be escalated to the Director responsible for the relevant division:

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

The Director will review the details and either:

- Uphold the original resolution, or
- Provide an alternative resolution.

This stage will be completed within 4 working days of the initial complaint.

### Step 3: Final Review by All Company Directors (Within 5 Working Days)

If the complaint remains unresolved, it will be escalated to all company Directors for a joint review. The Directors will issue a final decision within a further 5 working days.



## Our Commitment to You

At Engineers Mate, we are committed to:

- Handling complaints in a fair and transparent way
- Providing clear communication throughout the process
- Reaching a resolution as quickly as possible

We value all feedback and use it to continually improve our customer service and product offering.

On behalf of Engineers Mate Ltd



Andy Bowyer  
Director

