



## **CORPORATE POLICY**

### **CUSTOMER COMPLAINTS PROCEDURE**



01952 676 925



[info@engineersmate.com](mailto: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

