

# Complaints Policy

## Complaints Policy

### 1. Purpose

At E-Chambers-Direct Ltd., we are committed to providing high-quality services and products to our customers. We value feedback and take all complaints seriously as part of our continuous improvement process. This policy outlines the procedure for customers, suppliers, and other stakeholders to raise concerns or complaints about any aspect of our business.

### 2. Scope

This policy applies to all customers, suppliers, and other external stakeholders of E-Chambers-Direct Ltd. It provides a framework for how complaints will be handled and resolved.

### 3. How to Make a Complaint

If you are dissatisfied with any aspect of our products or services, we encourage you to reach out to us. Complaints can be submitted in writing via email to:

Email: [shane@e-chambers-direct.co.uk](mailto:shane@e-chambers-direct.co.uk)

Please include the following information in your complaint:

- Your full name and contact details
- A clear description of your complaint, including any relevant details such as order numbers or service dates
- Any steps you have already taken to resolve the issue

- What you would like to see as the outcome of the complaint

#### 4. Acknowledgement of Complaints

Upon receiving your complaint, we will acknowledge receipt of the complaint within 2 working days. This will confirm that your complaint is being investigated and provide an estimated time for resolution.

#### 5. Investigation Process

- Initial Review: Complaints will be reviewed by the relevant department to assess the issue. We may contact you for further information if necessary.
- Resolution: Our goal is to resolve most complaints within 10 working days. However, for more complex issues, we may require additional time to investigate thoroughly. If this is the case, we will keep you informed of the progress and provide an updated timeline.
- Outcome: Once the investigation is complete, we will communicate the outcome of the complaint to you, outlining any corrective actions or resolutions we are implementing.

#### 6. Escalation

If you are not satisfied with the initial response or the resolution provided, you may escalate the complaint by responding directly to the email sent with the outcome. Escalated complaints will be reviewed by senior management, and we aim to provide a final response within 10 additional working days.

#### 7. Confidentiality

We will treat all complaints confidentially and in accordance with our privacy policy. Personal data collected in the process of handling complaints will only be used for the purposes of resolving the complaint.

## 8. Continuous Improvement

We take complaints seriously and use the feedback to continually improve our products and services. Complaints are regularly reviewed to identify trends or recurring issues, which help us enhance the overall customer experience.

## 9. Policy Review

This policy will be reviewed annually to ensure its effectiveness and compliance with any changes in relevant legislation or best practices.