

Complaint Handling Policy

- Complaints can be made by letter, fax, e-mail or telephone.
- We will acknowledge receipt of your complaint using your preferred method of communication within **3 working days**.
- We will take all complaint seriously and aim to address your concerns thoroughly, promptly and politely.
- Complaints in the first instance should be directed to a member of staff in the sales office at the address below, to enable us to look into your complaint and explain what actions we can take to resolve your concerns. However, if you prefer, you may ask for the name of the Office Manager and direct your complaint directly to them.
- We aim to resolve all customer complaints within **7 working days**. However, the length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If, however, you are unhappy with the outcome of a complaint and have exhausted our complaints process, you can approach the British Healthcare Trades Association (BHTA) for mediation and ultimately arbitration and, as a member, we will participate in this process. BHTA can be contacted at: New Loom House, Suite 4.06, 101 Back Church Lane, London E1 1LU. (Tel: 0207 7022141). (e-mail: complaints@bhta.com).

Our Mission: To enhance quality of life.