

DOCUMENT TITLE	Complaints Procedure	DOCUMENT REFERENCE	
AUTHOR	Danny Kavanagh	DATE	May 2015
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MEDIA ORB
Developing the Future

MEDIA ORB LIMITED

COMPLAINTS PROCEDURE

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MEDIA ORB LTD

COMPLAINTS PROCEDURE

Your right to complain,

Media Orb Ltd aims to provide the best in customer service to all of our clients however rarely from time to time someone comes away feeling unhappy.

Perhaps you had to wait for ages. Perhaps you felt that you were not treated with respect or courtesy. Perhaps our advice didn't help or was wrong.

Unfortunately, these things happen. We know we are not perfect. But we aim to be. That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise.

But we do want to learn from our mistakes. What you tell us helps to improve our service to you.

We will treat your complaint confidentially, seriously and quickly.

1. What can I do?

It is important to let us know and give us the opportunity to put things right. Please speak in the first instance to the person dealing with your issue and give them the chance to put things right.

Should this fail then please contact Danny Kavanagh, Director Media Orb Ltd via post or via e mail danny@mediaorb.co.uk outlining the reason for the complaint.

The complaint will be investigated and if it is upheld ,you will get a full apology and, where appropriate, be given details of any action that Media Orb Ltd is taking to put things right. If you are not satisfied with the outcome, you can ask for a further review by the owner of the business Alex Locke.

We aim to respond in full to your complaint in fourteen days however if the issue is complicated, any delay will be explained and you will be kept informed of progress.