Logo

Business Name

Address

Email & Telephone

**Complaints Procedure**

I welcome your feedback – it is an important part of shaping the kind of service I want to offer my customers.

If you have a complaint please talk to me about it and I will try and put it right within 24 hours.

If you are not satisfied then please put the complaint in writing using the details at the top of this document. I will attempt to resolve the situation within 7 days.

If after 7 days the complaint is not resolved then it becomes an ‘’unresolved complaint’’.

Either Party may terminate the Contract from the date the complaint becomes an ‘’unresolved complaint’’.