

## **Switchshop Complaints Handling Policy**

### **Our complaints policy**

We are committed to providing a high-quality service to all our customer. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. Complaints should be directed to the appropriate director by email:

**Engineering and Service Desk issues** – James Curry – [jamescurry@switchshop.co.uk](mailto:jamescurry@switchshop.co.uk)

**Sales issues** – Michael Curry – [michaelcurry@switchshop.co.uk](mailto:michaelcurry@switchshop.co.uk)

**Operations/Finance/Contract issues** – Tom Glinka - [tomglinka@switchshop.co.uk](mailto:tomglinka@switchshop.co.uk)

Please include your purchase order number and/or your Switchshop order number if applicable.

Directors can be contacted by calling our head office on 01438 831870.

### **What will happen next?**

1. We will send you an email acknowledging receipt of your complaint within two business days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve speaking with members of staff involved.
3. The relevant director will then either:
  - a. send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter; and/or
  - b. invite you to a phone call or meeting to discuss and hopefully resolve your complaint.

He will do this within 10 business days of sending you the acknowledgement email.

4. If a meeting or call takes place Within three business days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another director to review the complaint.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.