

Complaints Policy

Statement

This Policy is intended to ensure that our complaints procedure is effectively implemented, and that customers feel confident that their complaints and concerns are listened to and acted upon promptly and fairly.

We look upon complaints as an opportunity to learn, improve and provide a better service.

The Policy is not designed to apportion blame, consider the possibility of negligence or to provide compensation.

Our complaints procedure is intended to:

- Enable us to respond appropriately to issues raised by those making complaints in a timely manner
- Increase customer confidence in our products, services and processes
- Provide information that can be used by us to make improvements to our products, services, staff and complaint handling

This Policy provides guidance to our staff and those who wish to make a complaint on the key principles of our complaint handling process.

Our Commitment

We expect staff to:

- Understand and comply with our complaint handling process
- Be aware of any appointed member of staff responsible for complaint handling and their contact details
- Treat all people with respect
- Assist people who wish to make complaints to access our complaints process
- Be alert to complaints and assist staff handling complaints to resolve matters promptly

Complaints Process

We will:

T: 02380 510333 F: 02380 510101 E: sales@solentblinds.co.uk W: www.solentblinds.co.uk



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BLINDS & CURTAINS

Unit 7 Stanton Industrial Estate, Mill Road, Regents Park, Southampton, SO15 4JA

- Appoint a member or members of staff within our Company to act as a point of contact, to who complaints should be sent
- Provide a dedicated member of staff who has the authority to resolve a complaint
- Ensure all complaints process is included in our terms and conditions of sale
- Ensure all our contact details are on all correspondence and on our website
- Ensure our Complaints Policy is accessible to all
- Acknowledge all written complaints within 3 working days
- Respond in writing with our proposal resolve the complaint within 10 working days
- Maintain accurate records of complaints

The complainant will:

- Register their complaint, preferably in writing, as soon as practicable
- Explain the problem as clearly and fully as possible
- Allow us reasonable time to investigate the matter

Contact Details

Complaints should be made:

By letter to Solent Blind & Curtain Company Ltd, Unit 7 Stanton Industrial Estate, Mill Road, Regents Park, Southampton, SO15 4JA or by email to david@solentblinds.co.uk for the attention of David Summers.

Resolution

We believe that complaints, if dealt with early, openly and honestly, can be resolved.

However, if the dispute cannot be resolved either party can then refer the matter to the British Blind and Shutter Association's (BBSA) Mediation Service.

The customer is at liberty to use another mediation or Alternative Dispute Resolution (ADR) provider.

Version control

This is a non-contractual policy, and as such the Company reserves the right to modify this policy at any time. Reasonable notice of any changes will be provided. Reasons for any modification may include: employment legislation or other guideline changes.

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Registered name Solent Blind & Curtain Company Limited • Registered In England No. 03168373 • Registered office as above

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