



Customer Complaint Form

Brenda's takes all complaints very seriously.

All complaints are handled with the utmost confidence and complete sincerity.

We will provide a response within seven days of receiving the complaint. If the complaint requires further investigation, you will be notified, this will then be carried out and details recorded, with a proposal of resolution within 28 days of the receipt of complaint.

Please fill out the relevant sections below in as much detail as you can.

Is the nature of your complaint regarding a product, service, or a general observation or annoyance?

Please fill all applicable fields.

Product Complaint

What is the item?

What was the date of purchase of the item?

What was the method of purchase? (In store, Click & Collect, or Home Delivery)

What is the complaint about the item?



If the complaint is regarding a laundering issue, can you confirm that the manufacturer's instructions were adhered to and that they fully were taken into consideration:

- If acrylic knitwear you haven't used fabric condition or exposed to high heat i.e., ironing, a high temperature wash or high temperature tumble drying?
- If a sweatshirt or cardigan that the item hasn't been ironed, tumble dried on high, or had spot stain, bleaching, or colour fast products used on it?
- If the item is a polo shirt that it has been washed with either light or dark colours depending on shade?
- If the item is a skirt that the button on the waist band has been fastened before pulling the side zip up, or that it has not had the top turned over/rolled, to shorten the length (Which puts pressure on the side fastening)?

YES / NO

If the issue is regarding garment pilling, were you given a copy of our garment care guide either at point of sale or when the issue was raised?

YES / NO

Have you taken the item into the shop for the issue to be evaluated?

YES / NO

If so, do you know which member assisted you with your issue?

Were you offered an explanation or solution at the point of service?

YES / NO

What would be your preferred outcome?



Service Complaint

What is the nature of your complaint?

What time and date did the issue happen?

What method of communication was used i.e., in person, email, telephone, social media?

Do you know who the staff member was that was dealing with your issue?

Were you offered an explanation or solution at the point of service?

YES / NO

What is your preferred outcome?

Could you offer any suggestive steps so that we may avoid this occurrence in future?



General observation/annoyance

What is the nature of your issue?

Have you spoken to anybody at Brenda's about your issue?

YES / NO

What are your substantiations?

What do you feel Brenda's could do better or accommodate to ease your frustration?

INTERNAL USE

Date received:

Further correspondence times & dates:

By:

Resolution:

RECORD OF COMMUNICATIONS

Date of initial response: