

COMPLAINTS PROCEDURE

Servicevend NW Ltd recognizes the importance of customer complaints as a valuable form of feedback about its services. We are committed to using this information to help drive forward improvements.

This procedure outlines the aims of the business in dealing with complaints and sets out what the client can expect when making a complaint regarding our services.

Our definition of a complaint

A complaint is about letting the business know that a client is not happy with our services. We welcome any feedback. The complaint may be about delays, lack of response, discourtesy, or short falls in the standard of service.

How we aim to deal with your complaint.

We aim to give out customer a fair, consistent and structured process to secure a remedy for failures in the delivery of our services. We will use the outcome of any complaint as a positive method of monitoring performance and improving our services.

Should you have a complaint about the company's service, please contact us as soon as possible so that we may investigate the matter further.

If the complaint is in regards to the standard of our work, we will first inspect the areas of concern and provide the customer with our professional opinion, and where necessary a reasonable offer of redress will be offered.

You may complain about our services by sending an email to the following address

admin@servicevend.co.uk

You may also complain about our services by telephoning this number
01286674457