

CUSTOMER COMPLAINTS PROCEDURE

We aim to provide all our customers with an exceptionally high level of service. However, if for any reason you are not satisfied with the service that you have received from us, please contact a member of staff who will investigate and respond to your complaint. If you are not happy with the response you receive and wish to make an escalated complaint, please follow our complaints procedure as detailed below. We give our commitment that your concerns will be fully investigated.

How do I make a formal complaint?

If you have made a complaint to a member of staff and are not happy with the response that you have received then you can escalate your complaint.

We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. We recommend that the sooner you bring any concerns to our attention the sooner we can resolve it. Team Metalogic will always endeavour to comply fully with the terms and conditions of our contractual agreement as we appreciate and value all our customers.

All complaints should be made to the Managing Director. Please send your complaint to:

Mike Parfitt
Team Metalogic Ltd
Orchard House
Caerphilly Business Park
Caerphilly, CF83 3RQ

Telephone: 0345 521 0618 Fax: 0345 521 0619 Email: qualityassurance@teammetalogic.com

What happens next?

When the Managing Director has received your complaint, you will be sent an acknowledgement of receipt within two working days.

We will then fully investigate your complaint and aim to respond within 10 working days.

If the situation requires further investigation, we will contact you within 10 working days to inform you of this and let you know when you can expect our response.

Your complaint will be kept on file to enable us to monitor the number and types of complaints we receive.