

# POLICIES

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## CUSTOMER COMPLAINT

### COMPLAINTS HANDLING

We are committed to providing quality products alongside an outstanding service to all our customers. When something goes wrong, we invite you to tell us about it. Ultimately, this will help us to improve our processes and procedures.

If you have a complaint, please email [complaints@commercial.co.uk](mailto:complaints@commercial.co.uk) with a full description of the issue.

### WHAT WILL HAPPEN NEXT

- We have 28 days to consider your complaint, and in which time we will endeavour to respond depending on the severity.
- We will send you acknowledgement of your complaint within three days of receiving it, which will include a copy of this procedure.
- We will then investigate your complaint. Commercial's Quality Manager is responsible for overseeing our complaints procedure and ensuring the matter is passed to the relevant departmental manager for their urgent review.
- The Quality Manager will then contact you to discuss and hopefully resolve your complaint. Confirmation of the resolution will be followed up in writing within three days.
- If you are still not satisfied, you can then contact the Managing Director:

Managing Director  
Commercial Ltd.  
Old Station Drive  
Leckhampton  
Cheltenham  
GL53 0DL

### MONITORING

As part of the Commercial Group's commitment to their ISO Management Systems and our customer's satisfaction, it is important that all customer complaints are handled properly. Details will be recorded and after a complaint has been fully investigated and resolved, the relevant departmental or divisional manager will monitor the customer account for the following three months. This period can be extended in agreement with the customer, should additional time be required to fully satisfy the customer that the matter has been resolved.

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### **RETENTION AND DESTRUCTIONS**

Copies of the Customer Complaints and all relevant correspondence will be stored electronically for at least three years from the date that the complaint was received. After the retention period has expired, the complaint will be removed from the company servers.