

CUSTOMER COMPLAINTS POLICY

JANUARY 2024

The management of all complaints is in partnership with our clients and we will operate in accordance with their complaints process.

Aims and Objectives

The aims and objective of the 345 complaints policy is to ensure that all customer issues and / or complaints are dealt with as promptly, efficiently and effectively as practicable.

We ensure that our customers have one point of contact when dealing with their complaint from start to completion, thereby ensuring a swift and trouble free resolution.

The Customer Service Team is the dedicated group to deal with customer complaints and have the autonomy on the overall decision of the issue / complaint.

1. All complaints will be taken seriously and the resolution of these will be prompt.
2. All complaints will have an acknowledgement sent out within 24 hours of receipt.
3. We will endeavor to resolve all complaints and close off within 30 working days maximum.
4. In the event where the complaint needs to remain open for longer than 30 days to ensure a satisfactory conclusion, the customer will be given a guideline as to when the complaint will be closed.
5. A complaints database will be used to log all issues / complaints received to ensure a robust audit trail is maintained.
6. All issues will be dealt with by the Customer Service Team immediately to prevent them becoming a complaint.
7. Upon conclusion of a complaint a resolution notification will be sent out to complete the process.
8. If a complaint is rejected, a Complaint Closure Notification will be sent to the customer either by email or post.
9. Where applicable our policy is to replace like for like.
10. If compensation is paid out, the customer will be notified with proof of payment.
11. If an issue/complaint relates to a Sub-Contractor, the complaint will be dealt with directly by 345 Interiors and not by the Sub-Contractor.
12. If the client is dissatisfied with the resolution they have a right of appeal to the Directors.

The Customer Services Team can be contacted at customerservices@345interiors.co.uk

On behalf of 345 Interiors Limited



Lee Clements - Director

This policy is available to the public via our website