

▶ Complaints Policy

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Complaints Policy

Introduction

EurosafE strive to provide the highest standard of customer service. All complaints lodged with the EurosafE Head Office will be logged; therefore, all interactions will be recorded should any issues arise in the future. Customers can phone the EurosafE Head Office at any time during office hours to check the status of the resolution. The database will show the exact history of the complaint and timelines of actions taken. We will be able to monitor the log to analyse the nature of complaints and rectify any recurring problems where there is obviously a weakness in a process, procedure or product. Each complaint will be highlighted as unresolved until our Business Services Co-ordinator is fully satisfied that this complaint has been resolved and appropriate action taken to minimise the likelihood of re-occurrence.

1. Faulty Goods

If you have a complaint regarding any of the products you have been sent:

- 1.1. Telephone or email the EurosafE Head office:
Tel: 0844 811 1773
Email: sales@eurosafE.ltd.uk
- 1.2. Explain what the complaint is, i.e. Faulty Garment, Wrong Garment sent, Delay in receiving your order;
- 1.3. The Business Services Co-ordinator will email and arrange collection of the goods (please see Returns Procedure);
- 1.4. When the goods arrive back at the relevant distributor they will pass through the internal inspection process;
- 1.5. If the fault is genuine the goods will be returned to the original supplier for further investigations;
- 1.6. Replacement goods will be despatched to the customer;
- 1.7. Please refer to the EurosafE Returns Policy for more detailed information;
- 1.8. EurosafE will advise Customer of the result of the supplier investigations;

2. Complaints about service

If you have a complaint regarding the service you have received:

- 2.1. Initial Call to be made EurosafE Head Office;
- 2.2. The EurosafE Head Office aim to deliver excellent customer service and will deal with your complaint in a timely and efficient manner;
- 2.3. The Business Services Co-ordinator will investigate the complaint and take up any issues with individual distributors on behalf of the customer;
- 2.4. The customer will have a single point of contact throughout the complaints procedure, minimising time and frustration;
- 2.5. If you do not receive a satisfactory response from the Business Services Co-ordinator you can write to the Chairman of EurosafE at:
Suite 15,
1a-1c Collingwood Road,
Townstal Industrial Estate,
Dartmouth
TQ6 9JY
- 2.6. A Customer Complaint Form is available on request.
- 2.7. EurosafE take all complaints seriously and will always endeavour to resolve any problems as soon as possible.
- 2.8. EurosafE are also committed to continual improvement and will log, track and analyse all complaints to ensure that the relevant changes are made to products or procedures where necessary.