



CUSTOMER COMPLAINTS POLICY AND PROCEDURE

Date: 23/10/2023

This procedure aims to promptly address and resolve any questions or issues that clients or members of the Public may have regarding our organisation, services or products. We encourage the use of this policy to facilitate effective communication and problem-solving.

This policy applies to all clients of Impamark, as well as any member of the public who wishes to raise an issue with us. Complaints may pertain to the conduct, performance, decisions or actions of our employees, our products or services or our overall business operations.

We value our relationship with our clients and welcome feedback at any time to ensure a positive and lasting partnership; however, if any negative feedback remains unresolved, this procedure is a place to address complaints promptly and effectively.

STAGE ONE

Details of the complaint should be sent in writing to the following address:

1 Dammerwick Farm, Marsh Road, Burnham on Crouch, Essex CM0 8NB

Alternatively, they may be emailed to: info@impamark.co.uk

Full details of the complaint, the preferred method of contact, any information regarding any previous attempt to resolve this matter, and the preferred solution should be included.

We will acknowledge receipt of the complaint as soon as possible, typically within 48 hours and provide an estimated time-frame for investigation. In some cases, we may need to contact the complainant or relevant suppliers/manufacturers for additional information or further investigation.

Upon completing our investigations, we will inform the complainant of the outcome, including details of whom to contact if the resolution is unsatisfactory. If no response is received within 14 days of our confirmation, we will consider the matter resolved; however, if the issue persists, we encourage the complainant to reach out to us again.

STAGE TWO

If the initial response does not meet the complainant's satisfaction, they may write to the Managing Director, Nicky Crisp, at the above address, or e-mail nicky@impamark.co.uk. We may need to engage in further discussions to resolve the matter and will provide a written response within 10 working days.

If a complaint raises concerns about the behaviour or actions of our employees, we will utilise our disciplinary procedure to address using the complaint as evidence in disciplinary proceedings. The complainant will be informed and given the option to disclose their name or remain anonymous.

We expect our employees to promptly respond to any form of complaint and ensure that potential dissatisfaction is addressed. Any concerns regarding the application or effectiveness of this procedure should be reported to Nicky Crisp, who will investigate further and take appropriate action to maintain the procedure's effectiveness.

Nicky Crisp holds overall responsibility for implementing and monitoring this procedure, which will undergo regular reviews to ensure its continued effectiveness. Please direct any queries or comments about this procedure to Nicky Crisp.

Nicola Crisp – Managing Director