



Basketdrop

Customer Complaints

Procedure

Customer Complaints Handling Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us improve our standards.

If you have a complaint, please contact us with the details. We have eight **(8) weeks** to consider your complaint but we aim to respond within **(3-5) days** upon receiving a complaint.

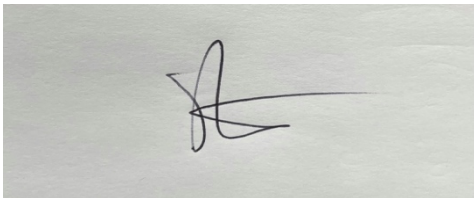
If we have not resolved it within this time you may complain to senior management via 07732 884056.

What will happen next?

1. We will listen to your complaint and send an email or letter of acknowledgement of your complaint within three to five days **(3-5) days**. Enclosing a copy of this procedure.
2. We will then record and investigate your complaint. This will normally involve passing your complaint to a senior manager, who will review your matter and speak to the members of staff involved and the human resources team to come to a conclusion.
3. We shall endeavor to get all the facts. A senior manager will then contact you and invite you to a meeting to discuss and hopefully resolve your complaint. She/He/Them will do this within **14 days** of sending you the acknowledgement email or letter.
4. We will then discuss options for fixing the problem. Within three **(3)** days, a senior manager will write to you to confirm what took place and any solutions She/He/Them has agreed with you.
5. Our aim is to act quickly. If you do not want a meeting or it is not possible, a senior manager will send you a detailed written reply to your complaint, including She/He/Them's suggestions for resolving the matter, within **(21)** days of sending you the acknowledgement email or letter.
6. We intend to keep our promises. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review the decision.
7. We will write to you within **(14)** days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Printed and Signed Off By:

Director & CEO
Slydon Lungu

A handwritten signature in black ink, appearing to be 'Slydon Lungu', written on a light-colored background.

08/10/2026