

Sontec (Electronics) Ltd Complaints Procedure

Our complaints policy

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

Should you have a complaint, please contact us with the details, in writing by letter or email. We will endeavour to resolve the issue within 10 working days.

What will happen next?

1. We will respond to your written complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve the manager of the business team concerned.
3. Within three days of the meeting, a letter (or email) will be sent to you to confirm what took place and any solution that may be offered.
4. If at this stage you are still not satisfied, you should contact us again and we will arrange for a director to review the original decision.
5. We will then write to you within a further 7 days of this review, confirming our final position on your complaint and explaining our reasons.
6. If you are still not satisfied, you may find assistance by contacting The Citizens Advice Bureau Norwich at the address below.

Citizens Advice Bureau Norwich
The Forum
Millennium Plain
Norwich
Norfolk
NR2 1TF
Adviceline - 03 444 111 444

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact them on 01174 566 031 or via their website:-

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>