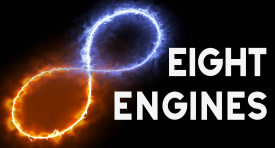


# COMPLAINTS POLICY



**Here at Eight Engines, we are dedicated to providing customer service that is nothing short of excellent.**

We want to provide a quality service, and by ensuring we have implemented policies and procedures for customer care, service level agreements and also a structured complaints procedure if our clients are not 100% happy with the service we provide, we can fix it in a timely manner.

Any complaints that are made will be dealt with directly by Jack Leigh at Eight Engines and will be dealt with in a timely manner, which will be satisfactory to our customers.

By working in an open and accountable manner, we will build trust with our clients, suppliers and employees, and our stakeholders will respect us as individuals and as a brand.

The best way we can constantly improve our service and reduce any complaints we may receive, is to listen to our clients.

To ensure this is provided continuously, Jack Leigh will be in constant contact with clients to ensure service levels are being achieved.

It is our commitment to always respond positively in the event of communication with clients, even when a complaint arises. This is to ensure it is dealt with immediately.

Should for any reason our clients feel like they don't want to discuss their complaint face to face or via the telephone, our online project management system allows our clients to communicate this electronically.

Overall, we aim to:

1. **Provide our clients first class customer service and relationships, which in turn will make them feel at ease when raising a complaint with us.**
2. **Always give access to director level staff who will address all complaints to ensure they are dealt with timing and effectively.**
3. **Respond to client complaints with [24 hours] maximum.**
4. **You will always receive a polite response when raising a complaint with any of our team members.**
5. **Fully resolve each complaint or expression of dissatisfaction within a [5-day period maximum], if not immediately.**
6. **We respond in the correct way on every occasion, for example with an apology or an explanation, and provide an action plan for rectifying any mistakes or issues.**
7. **Divert customers to the relevant third party organisation if a solution cannot be achieved in the first instance.**
8. **We learn from our mistakes and implement processes to eliminate them.**
9. **Review all complaints monthly at our board meeting so our overall service offering can be constantly improved upon.**
10. **At the end of every contract, we will complete a project close out report. this ensures our customers have been 100% happy at the end of every project.**

**In the event of a complaint our clients are asked for speak directly with a director of our business and are provided with full contact details as below.**

## **For more information on this policy, please contact:**

Name: Jack Leigh

Position: Director

Telephone: 07837902849

Email: [info@eightengines.com](mailto:info@eightengines.com)

Address: 24 Hood Street, Jactin House, M4 6WX