

Making a complaint

Complaints Manager contact details

Name: Paul Flood

Address: Contronics Limited, Greenfield Farm Estate, Congleton, Cheshire. CW12 4TU

Email: couldimprove@contronics.co.uk

Our Procedures

Any complaint verbal or written will be referred to our complaints manager at the earliest opportunity or to a member of the senior management if the complaints manager is unavailable. We will also:

- Acknowledge the complaint in writing promptly
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep you informed of our progress
- Discuss with you our findings and proposed response
- You will receive contact from us advising on progress if we cannot respond immediately. We will let you have our final response as soon as possible and not later than eight weeks.

Final response

This will set out clearly the company's decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

Analysis

A root cause analysis will be undertaken by the company in the case of any complaint, and this will be recorded with the appropriate action having been taken.

Closing a complaint

Where the company has sent a final response; or where you have indicated in writing acceptance of the company's earlier response to confirm that you are satisfied with the findings of the investigations and any resolution.

We will consider the complaint closed once we have issued to you our final response letter.