

Customer Complaints Policy Summary

Introduction:

The company is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels from CEO down. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please call or email info@myfootcaresupplies.com our customer service and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- Quarterly to review our complaints so that we can improve our standard of customer service.

Handling Your Complaints:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 3 business days.
- If your complaint is urgent, such as a recall situation – we will prioritise your complaint and attempt to resolve it quicker. If we cannot, we will explain why and the reasons for taking longer.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve all matters within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise in writing.