

CUSTOMER CARE COMPLAINTS HANDLING POLICY

1. Introduction:

TK Home Solutions are committed to providing a high-quality service to everyone we deal with. Although we do everything we can to get things right, occasionally things can go wrong. If we have made a mistake, we want to learn from it so that we can improve our service in the future for all our customers. If you are unhappy, with something, we have done or something we have not done, our aim is to resolve problems quickly and smoothly. We take all complaints seriously and therefore wish to give you every opportunity to present your case where you are dissatisfied with any aspect of our service.

2. How to raise your concerns with us:

If you do have a complaint about something speak to the Office Manager on 01642 704870 to fully discuss your concerns and to give us the first opportunity to put things right. We hope that the problem can be sorted at this stage. You can share your concerns with us by telephone, email or by letter. If we receive a complaint verbally and we consider it, appropriate we may ask you to put your complaint in writing. We will provide you with our full address details or relevant email address.

3. Acknowledgement:

We will acknowledge receipt of telephone calls within 2 working days and written communications within 5 working days.

Stage 1: We will notify you of which department/person your complaint is being passed to and advise you on the expected resolution time scales. We will investigate your complaint thoroughly, objectively and fairly. We are committed to achieving a full resolution response within a maximum of 20 working days, which will be in writing, detailing a course of action.

Stage 2: In the unlikely event that your complaint has not been resolved, it will be escalated to senior management. You will be notified of the outcome of the review and provided with our response.

Stage 3: If you remain dissatisfied, you have the right to contact:

The British Healthcare Trades Association

New Loom House

Suite 4.06 101

Back Church Lane

London E1 1LU

Telephone: 020 7702 2141

Email: bhta@bhta.com

Web: www.bhta.com

4. Information handling:

When taking a complaint, we log any information you provide us with to help us investigate your complaint in full. This may include any documentation or correspondence, which

supports your complaint. This enables us to continually seek improvements in our service delivery.

5. GDPR Data Protection Policy

tk Home Solutions take the security and privacy of your data seriously. We need to gather and use information or data about you as part of our business and to manage our relationship with you. We intend to comply with our legal obligations under the Data Protection Act 2018 and the EU General Data Protection Regulation in respect of data privacy and security.