

Manufacturers Network Ltd Customer Complaints Procedure

The Policy:

This policy explains how customers of Manufacturers Network Ltd can raise a complaint relating to our personnel, products and services.

How we will deal with complaints.

It is our aim to provide the highest level of customer care, however, we recognise that sometimes this might fall below our expectations and it is very important to us that our customers are able to inform us of this.

How to make a complaint:

If you would like to make a complaint please contact us via email at:

hello@manufacturersnetwork.com

Please include the following information:

- Your full name
- Contact information (email and phone number)
- The fact that you are raising a complaint.
- Any relevant dates and times in relation to the complaint.
- The products, services or personnel the complaint relates to.
- Any purchase order or reference numbers.
- A key summary of the problem or problems you have experienced.

What to expect:

- Complaints will be received and processed during our operating hours Monday to Friday 09.00 - 17.00.
- We will aim to acknowledge your complaint within 2 working days.
- We will then complete a full review of your complaint for which we may need to contact you for further information.
- Once completed we will aim to provide a full email response within 10 working days.

If you are not completely satisfied with our response you can seek further guidance by contacting your local Citizens Advice Bureau.