

## **External Complaints Process**

### **What is the process?**

The process has three stages, designed to be straightforward to use, and to enable us to address your concerns appropriately. For full details please see the [Code of Practice](#).

### **What is a complaint?**

A complaint is defined as complete dissatisfaction which has been expressed regarding Team Simoco, its products, services or staff. All complaints will be recorded as part of our quality management system.

### **What if I have not had a reply?**

Please contact customer services on 0871 741 1050 who will investigate for you.

### **If I don't like the reply what happens next?**

If it is a general complaint not specific to a particular product or person, please contact the person who first responded to take the matter further.

## **Team Simoco Complaints Code of Practice**

### **How to complain**

There are three stages to the process:

- Make a complaint via email at [customerservices@teamsimoco.com](mailto:customerservices@teamsimoco.com)
- Ring customer services on 0871 741 1050 (UK) or +44 (0)1332 375622 (not UK)
- Write to us at Team Simoco Ltd, Field House, Uttoxeter Old Road, Derby, DE1 1NH
- Through your Sales / Development Manager.

### **Stage 1: What happens first when I make a complaint?**

- A complaint reference number, and owner will be assigned to your case, and acknowledgement that we have your complaint will be communicated to you within 24hrs.  
~ Please Note: The complaint reference number should be included in all communication between yourself and TSL.
- Depending on the nature of your complaint, we will communicate with you the first steps that are being taken to rectify this issue within 5 working days of receiving your complaint.

### **Stage 2: Investigation**

- If your complaint was about a specific product, this will be investigated by a manager of the business, and a proposed course of action will be communicated with you.
- If your complaint was about a specific member of staff, the individual will be interviewed about the matter.
- You will be kept regularly updated on the progress of your complaint via your agreed contact.

### **Stage 3: Resolution and timescales**

- If your complaint was about a specific member of staff, a response will be communicated to you within 10 working days to the person who raised the complaint.
- If your complaint was about a specific product, the person responsible for dealing with the issue will provide a response or resolution to you direct, or via your contact.
- We aim to resolve all complaints as soon as possible
- You will be contacted within 5 days after receiving a resolve / response, to ensure you are satisfied, and the complaint can be closed subject to your satisfaction.