

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 is an incident?

An incident is a concern or an informal negative comment regarding Team Simoco, its products, services or staff, which is not a complaint, or you do not wish for it to be logged as such.

What if I have not had a reply?

Please contact the complaints helpline 0870 120 205 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 you can:

- Make a complaint via email at complaints@teamsimoco.com
- Ring the complaints helpline on 0870 120 2055 (UK) +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 / incident reference number will be assigned, and an acknowledgement that we have your complaint / incident will be sent to you within 24hrs.
~ Please Note: The complaint / incident reference number should be included in all communication between TSL and yourself.
- Depending on the nature of your complaint, we will advise you via phone or email who the owner of your complaint is, and the first steps that are being taken to rectify this issue within 5 working days.

Stage 2: Investigation

- If your complaint was about a specific product, this will be allocated to an engineer for investigation, and proposed course of action.
- If your complaint was not about a specific product or person, your complaint will be looked into by the Customer Service Manager
- If your complaint was about a specific person, the individual will be interviewed about the matter.
- You will be kept regularly updated on the progress of your complaint / incident via your contact.

Stage 3: Resolution and timescales

- If your complaint / incident was not about a specific product, a response will be communicated to you within 10 working days to the person who raised the complaint.
- If your complaint / incident was about a specific product, the department responsible for dealing with the issue will provide a response or resolution to you direct, or via your contact.
- We aim to resolve all incidents / complaints within 30days
- You will be contacted within 5 days after receiving a resolve / response, to ensure you are satisfied with this, and the complaint can be closed subject to your satisfaction.