

Complaints Procedure

At Triple C Marketing we believe that if a customer wishes to make a complaint or register concern, they should be able to do that quickly and easily.

As part of our values, we understand that we will make mistakes, and we use these to learn and get better at our jobs. Any feedback customers provide is welcomed.

We take complaints seriously and rely on open and honest communication to ensure that the customer gets their complaint resolved in a satisfactory and timely manner.

Purpose

The purpose of this policy is to ensure that any customer who wishes to complain about the service they receive understands how to do so, how quickly that complaint will be investigated and the timescales for receiving a resolution.

Oral Complaint

We will use our listening first value to ensure we treat all complaints with the seriousness they deserve.

Oral complaints should be addressed to your account manager, who will follow these three stages to resolve the complaint:

- **Understand the complaint** – obtain details from the customer ensuring they have all the details before progressing to the next stage within two working days of the initial complaint.
- **Investigate** – Speak with other team members, review correspondence
- **Response** – Provide a response on what happened and how the issue will be resolved within 14 days of the initial complaint.
- **Escalation** – we would hope that the complaint can be resolved through open and honest communication at an early stage. Should

this not be the case the matter can be escalated to the Director in the form of a written complaint.

Written Complaint

A written complaint should be addressed to the account manager.

The complaint will be handled by a senior member of the team. The director will follow the three-stage process to resolve the complaint

- **Understand the complaint** – obtain details from the customer ensuring they have all the details before progressing to the next stage, to be completed within two working days of the complaint.
- **Investigate** – Speak with other team members, review correspondence
- **Response** – Provide a written response on what happened and how the issue will be resolved within 14 days of the complaint