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## ELTHAM DIY LIMITED COMPLAINTS POLICY

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### 1. Purpose of this Complaints Policy

- 1.1 We welcome and encourage feedback of all kinds from our customers. If you have a Complaint about our goods and/or services or customer service, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and customer experience in the future.
- 1.2 It is our policy to resolve Complaints quickly and fairly. In particular, the aims of this Complaints Policy are:
  - 1.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about our goods and/or services or customer service;
  - 1.2.2 To ensure that everyone working for us knows how to handle Complaints made by our customers;
  - 1.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
  - 1.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

### 2. What this Complaints Policy Covers

- 2.1 This Complaints Policy applies to our sale of goods or provision of services and customer service on in store and through our web site.
- 2.2 For the purposes of this Complaints Policy, any reference to us, (Eltham DIY Limited) also includes our employees.
- 2.3 Complaints may relate to any of our activities and may include (but not be limited to):
  - 2.3.1 The quality of customer service you have received from us;
  - 2.3.2 The behaviour and/or professional competence of our employees;
  - 2.3.3 Delays, defects or other problems associated with the sale of goods;
  - 2.3.4 Delays, defects, poor workmanship or other problems associated with the provision of services.
- 2.4 The following are not considered to be Complaints and although we will do our best to deal with them in a timely fashion do not fall under this policy;
  - 2.4.1 General questions about our goods or services;
  - 2.4.2 Returns of damaged, faulty, incorrect or unwanted goods for exchange or refund in accordance with our Terms & Conditions where there is no further complaint;
  - 2.4.3 Matters concerning contractual or other legal disputes;
  - 2.4.4 Formal requests for the disclosure of information, for example, under the Data Protection Act;

### 3. Making a Complaint

- 3.1 All Complaints, whether they concern our goods or services, or customer service should be made in one of the following ways:
  - 3.1.1 In writing, addressed to The Owner, 118-120 Westmount Rd, London SE9 1UT;
  - 3.1.2 By email, to [sales@elthamdiy.co.uk](mailto:sales@elthamdiy.co.uk);
- 3.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
  - 3.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled);
  - 3.2.2 If you are making a Complaint on behalf of someone else, that person's name and their contact details as well as your own;
  - 3.2.3 If you are making a Complaint about a particular transaction, the order number or receipt details;
  - 3.2.4 If you are making a Complaint about a particular employee of ours, the name and or description and where appropriate, position of that employee;

- 3.2.5 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 3.2.6 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 3.2.7 Details of what you would like us to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take.)
- 3.2.8 Any other information deemed appropriate by us at the time.

#### **4. How We Handle Your Complaint**

- 4.1 Following our Complaints Procedure, our aim is to always resolve complaints to your satisfaction.
- 4.2 Upon receipt of your Complaint, The Owner will acknowledge receipt of it within 3 days.
- 4.3 If your Complaint relates to a specific employee, that person will be informed of your Complaint and given a fair and reasonable opportunity to respond.
- 4.4 If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 4.5 We aim to resolve Complaints within 10 days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.
- 4.6 At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final.

#### **5. Confidentiality and Data Protection**

- 5.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees who need to know in order to handle your Complaint.
- 5.2 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 2018 and your rights under that Act.

#### **6. Questions and Further Information**

- 6.1 If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact The Owner by post at 118-120 Westmount Rd, London SE9 or by telephone on 020 8850 1781.