

Issue 03

Date: January 2014

Approved: P Lawson

Complaints



What can I complain about?

Please tell us if you:

- Feel that our staff have been rude or impolite;
- are not satisfied with the quality of a product or service; or
- Feel we have not delivered a product or service in the time we promised.

What happens if I make a complaint?

Our complaints procedure has two steps:

STEP 1.

We want to give you good customer service at all times. Should you wish to make a complaint please email complaint@virtuetechnologies.co.uk and one of our team will try to resolve the problem honestly, politely and as quickly as possible. If you would like to complain via telephone his direct line is 01695 731 233. If you complain in writing to our Head Office, you will receive a full and clear reply within 10 working days.

We will apologize if we have made a mistake. We will tell you what we are doing to put things right.

STEP2.

If you are not satisfied with the response you get at step 1 you should tell us why.

Please contact the Managing Director by either:

- **sending a letter**- Virtue Technologies, Chadwick House, Maple View, Skelmersdale, Lancashire WN8 9TD
- **e-mail** – val.lowe@virtuetechnologies.co.uk
- **fax** – 0845 089 3456

Please address your complaint to Val Lowe- PA to the Managing Director.

Your complaint will be forwarded to the Managing Director who will appoint a Manager to investigate it. The investigating Manager will not have been involved in your complaint before. The Managing Director will write to tell you the outcome of the investigation within 20 working days of the date the investigation started.

We will keep you informed if the investigation will take longer or if we need to handle it in a different way.

We will send you a full and clear reply. We will apologize if we have made a mistake. We will tell you what we are doing to put things right.

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