

Complaints Policy

Introduction:

DTS is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. If you believe that DTS failed to match the level of expectation or you disagree with the results of the offered service or for any other reason you can follow our complaints and appeals procedure outlined below. This will help DTS to improve its service delivery in the future. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please call our office and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide all customers with access to the complaints handling process
- To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.
- To review our complaints regularly so that we can improve our standard of customer service.

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner, and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases,

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we will regularly update you on the progress and likely timeframe for resolution.

- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

DrainTech Solutions Complaints Handling Process



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