



# **Complaints Handling Policy**

## Here to help

At SupaLite we are committed to providing excellent customer service underpinned by our values of craftsmanship, honesty and support.

We're here for you whenever you need us, so that we can find solutions when you need them most.

If we don't meet your expectations, we want to hear from you so that we can resolve the problem quickly.

## Contact us

You may find the quickest way to access the answers to simple queries is online, alternatively you can speak with one of our team, we recommend calling or emailing us.

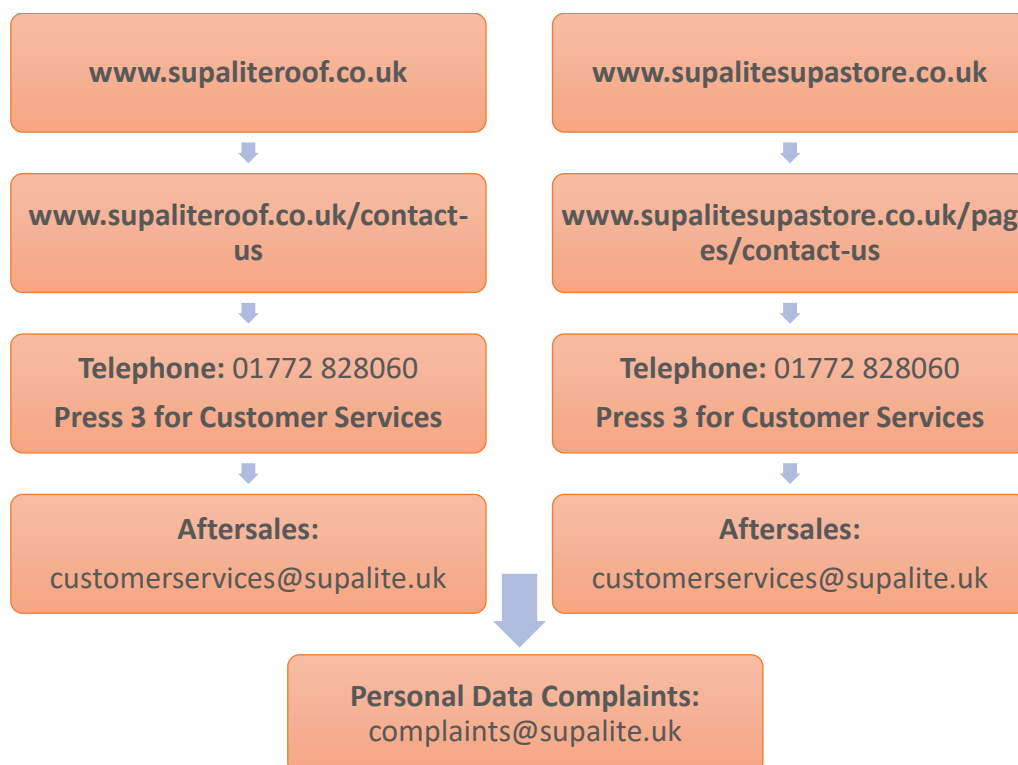
## Making a complaint

We hope that you won't need to contact us to make a complaint but understand that sometimes things don't go to plan and you might need some extra help to solve an issue.

This policy also covers complaints about how we collect, use, store or protect your personal data; more information can be found in our Privacy Notice.

### What we need from you:

- Your contact details
- What went wrong
- How you'd like the issue to be resolved



Complaints can be made via any channel, including email, phone, post, and our team will be on hand to support you, and we will ensure they are handled appropriately.

For SupaLite Colleagues, please use the internal HR email address to raise your complaints.

## How we handle your complaint

**We aim to resolve complaints quickly. Most issues can be handled by our Customer Services Team, who will:**

- Acknowledge your complaint within 2 working days excluding weekends/bank holidays (and no later than 30 days in line with legal requirements) & direct it to the appropriate team.
- Investigate your complaint without undue delay & keep you informed
- Treat you fairly and with respect
- Clearly explain decisions

If you're satisfied with the outcome, we will close your complaint.

**If your issue isn't resolved:**

- Your complaint will continue to be investigated
- It will be escalated to a manager if needed
- We aim to resolve your complaint within 5 working days
- If it's more complex, we aim to keep you informed on progress and provide updates at least every 5-10 working days until your complaint is resolved

**How we communicate with you:**

- We will try to call you to fully understand your concerns (unless you request otherwise)
- If we have spoken to you on the phone, we will also email a summary of the call to you

**If we can't reach you by phone, we will write to you by email with:**

- The outcome of our investigation
- What we will do to resolve the issue

**Closing your complaint:**

- We will keep your complaint open for 30 days after our response
- If you don't contact us within that time, we'll consider it resolved and close the case

## If you remain unhappy with our response

After we've completed these steps then, depending on the nature of your complaint you may want your complaint to be reviewed by a senior member of our team or seek independent advice.

If you remain unhappy, you have the right to raise your complaint with the Information Commissioners Office (ICO), particularly for matters concerning your personal data.

<https://ico.org.uk/make-a-complaint/>

For all other complaints, you may wish to seek independent advice from Citizens Advice.

[Citizens Advice](#)