

Customer Complaint Policy

We welcome your comments and feedback as it helps us to look at how we do things and feeds into our continual improvement plan, ensuring we can continue to deliver quality products and service.

Letting us know when and why you're not happy gives us the opportunity to put matters right for you and improve our service for everybody else. Should you wish to make a complaint, the complaint procedure is clear and straightforward. No matter how you communicate with us, we'll listen and try to fix the problem quickly and to your satisfaction.

Procedure

- Contact us either in person, by phone, email or post
- Alternatively click on the General Queries tab under the Contact section of our website
- It will be helpful if you can provide a reference number or other details when you contact us
- Your complaint will be handled by one of our Quality team who will discuss the matter with you and log the details on an internal system
- Your nominated 'champion' will be responsible for investigating the problem
- Once the investigation is complete your complaint will be documented and we will review any corrective action or improvements required to prevent a recurrence
- We will respond to your complaint within 4 working days
- Subject to the nature of your complaint the procedure and resolution may take longer
- In the unlikely event that you are dissatisfied or wish to appeal our response to your complaint you can contact the Citizens Advice Consumer Helpline at <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue>

How to contact us

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| Phone | 01422 399155 |
| Address | CAIR Building, Hanson Lane, Halifax HX1 4SD |
| Website | www.we-cair.com |
| Email | hello@we-cair.com |