

Impression Europe Limited.
Complaints handling procedure.

Our complaints policy: We are committed to providing a high quality service to all our customers. When things go wrong we will endeavour to resolve any complaint or dispute quickly, efficiently and to your complete satisfaction, whenever possible.

Our complaints procedure: If you have a complaint please advise us immediately by email. If this is not convenient please call us on **0844 581 0505**.

Depending on the nature of the problem we may ask you to confirm the details by email if you did not choose that option. If the issue is more complex the details of your complaint will be passed to a senior member of staff.

What happens next? Having taken time to investigate the circumstances surrounding the complaint you will be contacted either by phone or by email. We will explain what has happened and will put forward the solution we suggest in order to resolve the issue.

Once full agreement has been reached it will be implemented in the quickest possible time. In the unlikely event that the problem cannot be resolved at this level a director will become involved in order to bring the issue to a swift conclusion.

In general this procedure should be completed within 48 hours of our receipt of the complaint. However, there may be certain occasions where it will take a little longer. The reason for this will be explained fully at the time. No dispute will be left unresolved and we will always make every possible effort to ensure you are completely satisfied with the outcome.

Customer satisfaction is our paramount objective in all disputes.

Impression Europe Limited

July, 2019