

Complaints Procedure for Tristram's

Step 1: Initial Complaint Submission, reviewed by a Senior Member of staff.

If the customer feels their issue has not been resolved satisfactorily by a member of staff, they may request the matter be escalated to our senior staff. This step ensures a more experienced representative reviews their complaint.

- Email: feedback@tristrams.uk.com
- Online Form: <https://www.tristrams.uk.com/contact-us/nottingham-office/>

We will acknowledge the complaint within **1 business day** and aim to resolve it within **3 business days**.

Step 2: Escalation to Senior Management

Should the customer remain dissatisfied after Step 2; the complaint may be escalated to the **Senior Management** for review.

- Customers must formally request this in writing, detailing why they are unsatisfied with previous responses.
- The Senior Management Team will investigate and provide a final decision within **3 business days**.

Step 3: Escalation to Director

Should the customer remain dissatisfied after Step 3; the complaint may be escalated to the **Director level** for a final review.

- Customers must formally request this in writing, detailing why they are unsatisfied with previous responses.
- The Senior Management Team will investigate and provide a final decision within **5 business days**.

Important Notes:

1. **Director Involvement:** Directors are not involved in the complaints process unless necessary, after all other steps have been exhausted.
2. **Timely Updates:** Customers will be kept informed at every stage of the process.
3. **Respectful Communication:** Our team is committed to addressing complaints professionally and courteously, and we request the same in return.

How We Handle Complaints Internally

- Record all complaints in a **Complaints Register** to track recurring issues and improve our services.
- Conduct regular reviews of our complaints process to ensure efficiency and fairness.