

	<h2>Complaints Policy</h2>	Doc Ref	IPPO008
		Version	2
		DCN ref	334
		Date	13/06/2022

Introduction

Indestructible Paint Limited aims to provide its employees, customers, and suppliers (our stakeholders) with an excellent customer service, seeking to maintain and enhance our reputation of providing high quality products and services.

IPL define the term complaint as any expression of dissatisfaction or grievance made to any employee within the organisation by our stakeholders with any product, service or conduct of ours. We regard complaints as opportunity for improvement and value complaints as they assist us to improve our products, services, and customer service.

Our Responsibilities

- We will provide an efficient, fair, and structured mechanism for handling complaints.
- We will regularly review our complaints so that we can improve our standard of customer service.
- We will support our commitment to provide quality products, services, and customer service.

Lodgement of Complaints

If you are dissatisfied with a service provided by us, you should speak directly with the staff member you have been dealing with, if you feel the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By telephoning us on +44 (0)121 702 2485
- By emailing us at sales@indestructible.co.uk
- By writing to us at Indestructible Paint Ltd, 16-25 Pentos Drive, Birmingham, B11 3TA, United Kingdom
- In person by speaking to any of our staff - If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing

Complaints will be acknowledged, and customers will be advised a CI (Continuous Improvement) reference number that can be used to identify progress of a complaint.