



## **Complaints Procedure**

At Ekco Bournemouth Limited we try our best to keep all Clients happy. However, if You have already submitted a support ticket and your complaint has not been resolved to your satisfaction, or have called the support team and your call has not been dealt with to your satisfaction, then please follow the steps below in order to escalate the issue;

**Stage 1:** contact us, putting the complaint in writing by emailing the Customer Services Department at [support@ek.co](mailto:support@ek.co)

**Stage 2:** we will respond to the complaint, following receipt of your email. Our Customer Services Department will thoroughly investigate any issues raised and propose a course of action for resolution. You will receive our response within 5 days of us receiving your email;

**Stage 3:** if, following our response to You, You consider your complaint still unresolved to your satisfaction, please put your complaint in writing to our Complaints Director at: Complaints Director, Ekco Bournemouth Limited, Basepoint Business Centre, Office 59, Aviation Park West, Hurn, Christchurch, Dorset, BH23 6NX.

**Stage 4:** on receipt of your complaint to the Complaints Director, the matter will be thoroughly investigated and we will respond proposing a course of action for resolution. You should receive the Complaints Director's response within 14 days of our receipt of your escalation letter.