



Customer Complaints Handling Procedure

1. If you believe you have a complaint, please write in the first instance to Harry Sherman, one of our Associate Directors, at the following address:-
Harry Sherman, Regus Cardinal Point, Park Road, Rickmansworth, WD3 1RE
Alternatively, and if it is more convenient for you to do so, you may also write to Harry Sherman via E-mail to harry@acclaimfirst.co.uk
2. Your complaint will be acknowledged within 72 hours (or three working days) of receipt, investigated thoroughly in accordance with in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
3. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Managing Director; in this instance, please write to Amber Elysia Nolan at the following address:
Amber Elysia Nolan, Regus Cardinal Point, Park Road, Rickmansworth, WD3 1RE
Alternatively, and if it is more convenient for you to do so, you may also write to Amber Elysia Nolan via E-mail to amber@acclaimfirst.co.uk
4. In the event that you are not satisfied with the final review, you are at liberty to have the complaint referred to Trading Standards
There is no charge for this service; Trading Standards may be contacted at the following address:-

Trading Standards
1 Sylvan Court, Sylvan Way,
Southfields Business Park,
Basildon, Essex
SS15 6TH

Email: admin@buywithconfidence.gov.uk
Telephone: 01392 383430