

## **Adaptavate Limited**

### **Complaints policy and procedure**

We are committed to providing high quality products to everyone we deal with.

In order to do this we need you to give us any comments about our products, and to tell us promptly when you have a problem with our products. We want to help you resolve your complaint as quickly as possible.

We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our products.

### **Courtesy and respect**

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness.

### **How to make a complaint**

You can make a complaint in a number of ways:

by e-mail: [info@adaptavate.com](mailto:info@adaptavate.com)

by telephone at: 01453 827800

or by post to: Adaptavate Ltd, Unit 7, Vertex Park North, Oakwood Drive, Emersons Green, Bristol, BS16 7LB

### **Response times**

We aim to respond to a complaint as soon as practicable and in any event within [three] working days of receiving it.

January 2023