

Complaints Handling Policy

Hales Sawmills Ltd

At Hales Sawmills Ltd, we are committed to delivering high-quality products and excellent customer service. We recognise that, on occasion, things may not go as planned, and we welcome feedback to help us put things right and improve our services.

1. Purpose of this Policy

This policy sets out how customers can raise a complaint with us, how we will handle it, and the standards you can expect throughout the process.

2. What is a Complaint?

A complaint is any expression of dissatisfaction, whether oral or written, from a customer about our products, services, or the way in which we have handled a matter.

3. How to Make a Complaint

Customers can make a complaint in any of the following ways:

- **By phone:** 01630 653359
- **By email:** sales@halesawmills.co.uk
- **In writing:**
Hales Sawmills Ltd, Western Way, Market Drayton, TF9 3UY

To help us resolve your complaint quickly, please provide:

- Your full name and contact details
- Details of your order or service (if applicable)
- A clear description of your complaint
- Any supporting documents or evidence

4. How We Handle Complaints

- **Acknowledgement:** We will acknowledge receipt of your complaint within **5 working days**.
- **Investigation:** Your complaint will be reviewed by a manager who was not directly involved in the matter.
- **Response:** We will provide a full response within **20 working days**. If we need more time, we will keep you informed of progress.

- **Resolution:** Wherever possible, we will offer a practical solution, corrective action, or explanation.

5. Escalation

If you are not satisfied with our response, you may request that your complaint is escalated to a senior manager or director for further review.

6. Record Keeping

We keep a record of all complaints and how they are resolved. This helps us monitor trends and continually improve our products and services.

7. Commitment to Improvement

We view complaints as an opportunity to learn and improve. Your feedback is important to us, and we will use it to enhance our processes and customer service.

Contact Details

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