

Supalite South Wales Complaint Procedure

At Supalite, every customer is important to us. If you have a complaint, we want to know as soon as possible to help us put things right promptly.

Contact us with your details and a description of your problem. We are available during the hours of 8.30 am and 4.30 pm Monday to Friday.

Call Us: 01291 63 00 63

Email Us: info@supalitesouthwales.co.uk

Write to Us: Supalite South Wales
Unit 2, Leeway Industrial Estate,
NEWPORT
NP19 4SL

However you contact us, we will:

- Acknowledge your complaint via email, telephone or reply in writing
- Tell you who will be responsible for investigating your query along with their contact details
- Do everything we can to resolve things as quickly as possible
- Endeavour to respond within five working days of receiving the complaint
- Carry out a thorough and impartial investigation within four weeks of the initial complaint
- Keep you regularly informed throughout the process
- Provide a final written response within eight weeks or explain why this isn't possible

If you are not satisfied with the outcome of our investigation, you may refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service

The Financial Ombudsman Service exists to help resolve certain complaints when we haven't been able to resolve your complaint to your satisfaction. The scheme is entirely free to use. You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also investigate your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

You can contact the Financial Ombudsman Service:

In Writing: The Financial Ombudsman Service
Exchange Tower
LONDON
E14 9SR

By Telephone: 0800 023 45 67

By email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk