

**Seraph Technologies Ltd**  
**COMPLAINT HANDLING POLICY**

Seraph Technologies Ltd aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are unhappy about our products or service, please contact us. Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Managing Director.

All written complaints will be logged.

You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

After your complaint has been investigated in full and an outcome and action decision has been arrived at, we will write to you with our final response within eight weeks of your complaint having been raised.