

## **Beaconplus Complaints Procedure**

### **Getting in touch if you are unhappy with our service**

We strive to offer the highest level of expertise and care at every stage of the service we offer. However, if something does go wrong and you want to make a complaint, we will be fully committed to fixing it as efficiently as possible. Below you'll find all the information you'll need about making a complaint, including how to contact us and what we promise to do next.

### **What's gone wrong?**

If you're unhappy with the service you've received from Beaconplus, one of our employees or one of our suppliers, please let us know and we'll look into this straight away.

### **How to get in touch with us**

It's a good idea to keep any current bills, statements or other relevant documentation handy throughout the process.

You can reach the safe hands of our customer service team by:

**Phone:** 01565 755 600 (lines open between 8am & 4.30pm Monday to Friday).

**Email:** [complaints@beaconplus.co.uk](mailto:complaints@beaconplus.co.uk)

**Post:** Beaconplus Limited  
8 Haig Court  
Haig Road  
Parkgate Industrial Estate  
Knutsford  
Cheshire  
WA16 8XZ

### **How long before your complaint is resolved?**

- If your complaint is made by email or post, we will be in touch within 5 working days to confirm it's been received and that we're working on it, as well as keeping a record of all the relevant details related to the complaint.
- We'll keep you updated on the progress of your complaint at least every 10 working days.
- We aim to resolve any complaint within 10 working days. If this is not possible, we will provide an appropriate timescale.
- If you're not happy of the outcome/response within 4 weeks please escalate this to one of our directors Matthew Rogers ([mr@beaconplus.co.uk](mailto:mr@beaconplus.co.uk)) or Flemming Christensen ([fc@beaconplus.co.uk](mailto:fc@beaconplus.co.uk))