

Complaints Policy and Procedure

We are committed to providing the highest standard of customer service and workmanship to all our customers. Feedback is always encouraged, including complaints to help us improve our service.

The policy outlines our approach to handling complaints we receive.

What is a complaint?

We consider a complaint to be when a customer tells us that they are not happy with the agreed or expected level of service they have received. In addition, a complaint may concern something we have done or not done and where we have not put things right.

Who can make a complaint?

Any customer can make a complaint if they have requested or are in receipt of alterations or service from us.

In accordance with Equality Act 2010 we will make reasonable adjustments, if required, to enable the complainant to access and complete the complaints procedure. For example, alternative formats or assistance in raising a formal complaint.

The aim of our complaints procedure

We aim to:

- Make it easy for individuals to make a complaint and provide feedback
- Respond to complaints within the specified timescales and keep the complainant informed
- Review the complaints process regularly
- Seek to learn from complaints to improve our service

Our responsibility

We pride ourselves on our high standards and 5 star reviews are a reflection of that. However we acknowledge that sometimes issues occur or customers may not always agree with the outcome of their complaint. This policy aims to provide reassurance that a thorough investigation of the issues raised have been undertaken.

Customer responsibility

It is the customers responsibility to raise any issues in a timely manner. If there is something you are not happy about please be open and honest regarding this. We always listen and take steps to rectify any issues if given the opportunity.

Payment of invoice confirms all alterations have been carried out as above and all alterations have been completed to the customers satisfaction. The customer has had the opportunity to discuss any alteration issues with Carol Gregory Design and a received a copy of our Complaints Policy.

On collection of any garment, general wear and tear thereafter is not the responsibility of Carol Gregory Design. Be careful around rough and hot objects as this can damage the fragile fabric.

How can a complaint be made?

Complaints of a minor or straightforward nature should be raised quickly with Carol Gregory Design with the aim of resolving the problem directly and informally. Any customer wishing to make a complaint can do so, by phone, e-mail, letter or in person. This should be sent to carolgregorydesign@gmail.com, 07985 465994 or 58 Lodgefield Road, Halesowen, West Midlands, B62 8AT.

It is encouraged that the complainant gives us as much information as possible, particularly if the complaint relates to workmanship/alterations. Photographic evidence must be supplied with the complaint or garments presented in person.

Timescales

Complaints should be raised within 48 hours of collection of a garment or a service being provided, if not before.

Informal complaints

As stated under 'customer responsibility' we always recommend raising any issues informally in the first instance to allow sufficient time for the matter to be investigated and a resolution provided if necessary.

Formal complaints

If you have been unable to raise your complaint informally or remain unhappy then a formal complaint can be submitted to Carol Gregory Design in writing via letter or email.

Individuals should allow Carol Gregory Design sufficient time to investigate. We believe that most complaints at this stage are capable of being resolved within **14 working days**.

Vexatious and Persistent Correspondence

We offer a transparent complaints procedure and will keep complainants informed throughout. However, complainants must allow sufficient time to carry out a thorough investigation.

Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.

Where correspondence and /or behaviour are deemed to be vexatious, we will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.

We will not engage with abusive or persistent correspondence from complainants, once a decision has been reached.

What may not be considered under this complaints policy?

- Damage that has occurred to garments due to wear and tear
- Poor workmanship that is a result of another manufacturer or seamstress
- Where care instructions including steaming provided by Carol Gregory Design have not been followed
- When issues have been raised after the event occurring that the garment was required for i.e after the wedding day
- When it has been recommended that a final fitting take place and the customer has declined/not attended
- When the garments have been collected and final balance paid; the customer is stating they are happy with the garments. Consideration will be given to any issues raised after the collection date and date of the event if they are raised in a timely manner.