



Policy – Feedback & Complaints

Introduction

At Trent Control Panels Ltd, we are dedicated to delivering exceptional goods and services that meet the satisfaction of our valued customers. We strive to maintain the highest standards of quality and customer care. However, we understand that there may be occasions when issues arise or our service falls short of expectation.

In such instances, we encourage you to provide us with your feedback and express any complaints you may have. We are committed to resolving these concerns promptly and to your utmost satisfaction.

Feedback and Complaint Channels

Contact Points: To ensure efficient handling of feedback and complaints, we provide multiple channels for you to reach out to us –

Customer Service Department

Our dedicated customer service team can be reached through phone, email or in person –

Name: Gemma Knapper

Contact Details: gemma@trentproducts.com | 01782 844688

Online Feedback Forms

Our website features an online feedback form that allows you to submit your feedback or complaint electronically.

Website: www.trentproducts.com

Postal Address

If you prefer you can send your feedback of complaint to our postal address:

FAO – The Customer Service Department
Trent Control Panels Ltd
Trent House, Dewsbury Road
Fenton
Stoke on Trent, Staffordshire
ST4 2TE

We encourage you to contact us as soon as possible after encountering an issue or expressing dissatisfaction. Timely communication enables us to address your concerns promptly and effectively.



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Complaints Handling Process

Once we receive your feedback or complaint, we will acknowledge its receipt within one working day. This acknowledgment may be in the form of an email, phone call or postal confirmation.

Our dedicated team will thoroughly investigate the matter to understand the details and identify the underlying causes. We aim to resolve complaints at the earliest opportunity. However, in complex cases, it may require additional time to provide a comprehensive resolution.

We commit to responding to all complaints within three working days from the date of receipt. Our response will outline the steps taken, the progress made and the expected timeframe for resolution. If the resolution process exceeds this timeframe due to exceptional circumstances, we will keep you informed about the reasons for the delay and provide regular updates.

Throughout the complaint handling process, we will maintain open and transparent communication. Our representatives will listen attentively, treat your feedback with respect, and ensure that you are informed about the progress and actions taken to address your concerns.

Our primary goal is your satisfaction. We will strive to find fair and reasonable solutions to resolve complaint. If you feel that our initial resolution does not meet your expectations, we encourage you to communicate that to us. We will re-evaluate the situation and explore alternative avenues to reach a satisfactory outcome.

Continuous Improvements

Every complaint received is an opportunity for us to learn and improve our products, services and customer experience. We value your feedback and will use it to assess our performance, identify areas of improvement, and implement corrective actions.

Periodically, we will conduct internal reviews to evaluate the effectiveness of our feedback and complaints handling procedure. This helps us refine our processes, enhance customer satisfaction, and maintain our commitment to resolving issues in the shortest possible time.

By following this policy, we aim to ensure that your feedback and complaints are addressed promptly and with utmost care. We appreciate your trust in Trent Control Panels Ltd and thank you for your contribution to our continuous improvement efforts.