

## **Complaints Policy & Procedure**

### **Policy**

max20 Ltd is committed to providing a high level service to our customers. This is documented in our Terms & Conditions.

### **Procedure**

If there is a complaint, please contact [Admin@max20.com](mailto:Admin@max20.com) or write to Admin, max20 Ltd, Fairbank House, 27 Ashley Road, Altrincham, Cheshire, WA14 2DP

1. We will send you a form for completion which will ask you to explain the details of your complaint. We will acknowledge receipt of the form within 2 working days of receipt and let you know the name of the person who will be dealing with your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will then start to investigate your complaint. This will normally involve the following steps;
  - We may ask the member of staff who dealt with you to reply to your complaint.
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them.
4. We will use reasonable endeavors to ensure that all complaints are resolved within 10 days of the complaint being notified to us, unless the nature of the complaint requires additional investigation by ourselves or action by a Professional and Regulatory Body, or other government organisations. The details of how the complaint has been resolved will be notified in writing as soon as possible thereafter.

If we have to change any of the time scales above, we will let you know and explain why.