

# Labotek GB Limited

## Complaints Policy

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Mr T Peet
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Website and staff
For any queries or assistance relating to this document
<a href="mailto:sales@labotek.co.uk">sales@labotek.co.uk</a> Attn: Managing Director

## Summary

Labotek GB Limited ('The Company') is committed to providing excellent products and services and maintaining strong relationships with our customers.

The Company recognises that occasionally issues may arise and our aim is to address them promptly and fairly. This complaints policy outlines our approach to handling customer complaints.

This policy applies to all employees, contractors and agents of The Company. It covers complaints relating to our products and the services we offer, customer services, finance or any other aspect of our business.

We will address any complaints by following these principles:

- **Accessibility** – we encourage customers to express their concerns openly and we provide all the relevant channels accessible to them to do so.
- **Fairness** – We treat all customers complaints seriously and impartially, regardless of the size of the customers business or any previous relationships with them.
- **Timeliness** – We aim to resolve complaints promptly and efficiently.
- **Learning** – We will learn from any complaint to help us improve our processes and to help prevent any similar issues in the future.

## **Complaint handling process:**

### **1. Receipt of complaint**

- Customers can submit complaints via email, phone or in person. Customers have access to the Director and UK Directors email addresses and phone numbers, along with The Company's contact information via our website and emails for example: sales@labotek.co.uk.
- We will acknowledge receipt of the complaint within 24 hours via email.

### **2. Investigation and Resolution**

- Our UK Director will investigate the complaint thoroughly, gathering information from where necessary such as: the complainer, colleagues, reviewing emails and paperwork if appropriate.
- The initial investigation will take no more than 5 business days.
- If more time is needed, this will be communicated with the customer with regular updates provided.

### **3. Communication**

- We will maintain regular and open communication with the complainant throughout the whole process
- We will provide clear explanations of our findings and what can be a proposed solution.

### **4. Escalation**

- If the complaint remains unresolved, it will be escalated to the Director of The Company.
- The Director will review the complaint and make a final decision regarding the action that needs to be taken.

### **5. Record Keeping**

- We will maintain records of all complaints, including details of the issue, the investigation that took place and the resolution.

## **Review and improvement**

This policy will be reviewed every 2 years to ensure it remains effective.

The Company will endeavour to learn from any feedback given by our customers to help us identify any areas for improvement.

## **Contact information**

In the first instance contact should be made via either email:  
[sales@labotek.co.uk](mailto:sales@labotek.co.uk) or by telephone 01564 822172.