



## **CUSTOMER COMPLAINTS PROCEDURE**

In the unlikely event that a customer is required to register a complaint with us about either our products, service or any other aspect of our business, then you can either speak directly with any member of our office staff or by writing to us. Our staff will take ownership of your complaint and look to provide you with an immediate resolution.

If you contact us in writing please provide us with full details of your complaint. If we require further information we will notify you using your preferred method of contact.

If you choose to contact us by phone please have the details of your complaint available.

Once we have received your complaint, a member of staff will record your details and provide you with a reference number that identifies your complaint. We will then make every effort to investigate and resolve your complaint providing you with an appropriate response.

You can register your complaint:

In writing:

Tame Valley Steelstock Ltd  
Camden Street  
Mossley  
Lancs  
OL5 9BD

By Telephone:

01457 836907

By email:

[liz@tamevalleysteelstock.co.uk](mailto:liz@tamevalleysteelstock.co.uk)