

## Customer Service

At James Burrell we aim to provide the highest possible levels of service across all areas of our business, and we hope that our customers will rarely have cause to complain.

We regularly undertake customer surveys and feedback exercises, as your opinion matters. It helps us to work out what our customers like, what we do well and what we could do better which helps to improve our service levels. We thank all our customers in advance for volunteering their time for any such survey or feedback exercises they take part in.

If you would like to nominate one of our colleagues or depots for praise for exceptional service we would welcome your feedback, and the Management Team will pass on any recognition. Please visit the [feedback](#) section of our website to do so, making sure to name the individuals you wish to praise.

### **Our Pledges to you:**

- **We will offer fair and competitive prices across all of our product ranges**
- **We will offer quality products and service at all times**
- **We will offer friendly, helpful and professional service from all of our staff**
- **We will clearly communicate order details and delivery dates to our customers**
- **We will make you aware of any problems or variations with your orders**
- **We will always handle your orders efficiently and accurately**
- **We will respond promptly and fairly to complaints and problems**

Unfortunately we understand that there will be times when things go wrong, and you may need to contact us to help put things right or to complain. We have set out our complaints procedures to assist you.

## **Step 1 – informal complaints**

If you do have cause to complain, we would ask that you initially speak to one of our branch management team. Please use our [branch location page](#) to find their contact details. Most matters can be resolved promptly at this stage, but if you are unhappy with our initial response or proposed resolution then please contact us formally.

## **Step 2 – formal complaints**

If we are unable to resolve your complaint in the first instance, please contact us formally via one of the following methods, we ask that you provide as much information as possible to allow us to investigate promptly:

- Online Please complete the [online form](#) on the customer feedback section of our website
- In writing Please write to Customer Services, James Burrell Ltd, Deptford Road, Gateshead, NE8 2BR
- Email Please email : [robertrichardson@jamesburrell.com](mailto:robertrichardson@jamesburrell.com)

## **Our response to complaints**

We will acknowledge your formal complaint with a unique reference number within 2 working days of receipt. Following investigations we aim to send our written response within 5 working days. If we are unable to confirm a written response to your complaint within 5 working days we will still contact you to explain why.

We value our customers and are proud of our customer service, we will always aim to behave in a fair and equitable manner to resolve complaints and disputes. If we have fallen short of what you expect from us, then we will endeavour to explain what went wrong, propose one or more solutions and explain how we will change our practices to prevent similar problems in the future.

However, there may be times when we may not be able to reach a satisfactory agreement with you. If that is the case and you are still dissatisfied then you are able to refer your complaint further to our Managing Director for further consideration, and this should be made in writing or via email.

Managing Director: [steverichardson@jamesburrell.com](mailto:steverichardson@jamesburrell.com)

Our Managing Director will then look at the complaint again and once that review is completed we will provide you with a final response on behalf of James Burrell within 7 working days of receipt.