

Customer Complaints Policy Summary

Introduction:

Material Matters Ltd is dedicated to providing excellent customer service and maintaining a healthy customer relationship at all levels. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a customer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please call our team and we'll do our best to fix any problems you may be having with our service, as soon as possible.

Our Responsibilities:

To provide an efficient, fair and structured mechanism for handling complaints.

To provide our customers with access to the complaints handling process, including those customers with disabilities and special needs.

To keep customers informed as to the progress of their complaint and the expected timeframe for resolution.

Handling Your Complaint:

Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.

We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.

Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.

Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Step One:

If you have a complaint regarding any aspect of your dealings with Material Matters, we urge you to telephone our team in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

If you like, you can appoint an authorised representative or an advocate to interact with us on your behalf. Please provide clear written instructions giving your advocate authority to discuss any matter on your behalf. When you discuss your complaint with us, we can assist you to clarify and formulate the complaint.

You can also make a complaint by using any of the other contact methods on our website, or please ask us if there is any other method you would like to use to send a complaint to us.

Step Two:

Complaints made to the Material Matters are overseen by our management team. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 30 business days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

If you are not satisfied with the response tendered to you, you may ask the team to escalate your complaint to senior management directly. If so, we will try to make a senior management representative available to address the complaint as soon as possible (depending on availability).

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

What can you expect from a resolution:

- An apology
- An explanation of what went wrong
- A practical action to correct the problem
- A financial award
- Recommendation to the company to avoid similar problems happening again.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to an outside body if available.

Please refer to the Ombudsman Services to see if your complaint qualifies - <https://www.ombudsman-services.org/complain-now>