

TradeFrame Official Complaints Procedure

TradeFrame strives to maintain a high level of product and service, we realise that sometimes things may not meet your expectations.

Our complaints procedure is here to help us understand the issues you may have experienced, it allows TradeFrame to progress with a resolution. We will endeavour to resolve this complaint as a matter of urgency.

Please follow the steps below.

Firstly discuss your concerns as soon as possible, with your contact at TradeFrame.

If you feel your complaint has not been resolved please write to us on the address below:

TradeFrame nw
9-10 Sankey Bridge Industrial Estate
Liverpool Road
Warrington
Cheshire
WA5 1QQ

or email at sales@tradeframe.co.uk

Please include the following information:

- Your name
- Address
- Contract or quote numbers
- The date of when the events took place
- What action you have already taken, if any
- What we could do to help you resolve the problem.

You will receive an acknowledgement upon receipt of your complaint. A thorough investigation will be undertaken and you will be sent a response within 21 working days. We may request more information from you during this stage. If you remain dissatisfied with TradeFrame's response, you should then contact one of the senior management /directors on 01925 232353. They will review the complaint and action taken. If you feel dissatisfied after following the above procedures. An alternative procedure can be followed through an independent body. The details for the independent body will be sent upon request.