

COMPLAINTS PROCEDURE

Brynymor Digital Ltd. aim to provide high quality services in line with your requirements. We believe we achieve this most of the time but if we are not getting it right, please let us know.

In order to ensure we continue to provide a high level of service and quality products, the following procedure sets out how you can register a complaint or raise an issue or concern.

1. MAKING A COMPLAINT VIA TELEPHONE OR E-MAIL

If you are not happy with Brynymor Digital Ltd. please tell us by calling the General Manager, Cara Gibbins on:-

01792 456661 or **cara@digipress.co.uk**.

Cara will happily discuss your issue and try to resolve it immediately in a positive manner.

If the matter is more complicated, it may need to be escalated to the Managing Director. You will be made aware of this and will be told when to expect a response.

2. MAKING A WRITTEN COMPLAINT

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Managing Director, Stuart Davies at the following address:

Brynymor Digital Ltd, 14 Brynymor Road, Swansea, SA14JQ

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

The aim is to investigate your complaint properly and give you a reply within 10 working days of receipt of the complaint, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.