

Balcas COMPLAINTS PROCESS

We at Balcas are committed to ensuring that the needs and expectations of our customers are fulfilled. If something goes wrong, or you are unhappy with our service, we would like to hear about it.

HOW TO COMPLAIN:

You can complain by phone, in writing or by completing our [online enquiry form](#).

Please let us know:

-) Your full name and contact details
-) As much as you can about the complaint and what is wrong and if applicable, when and where the complaint occurred
-) How would you like us to resolve the complaint?

WHAT HAPPENS TO YOUR COMPLAINT?

We aim to resolve any complaints made to us as swiftly as possible. This could be an apology and explanation of the problem and action to resolve the problem (*when complaint taken over the phone*).

All complaints will receive an initial response within 3 working days if not resolved at the initial time of complaint.

You will be notified as to who is dealing with your complaint.

Where appropriate this person may contact you to discuss the complaint further.

Complaints will be investigated, and you will receive an update of our progress within 2 weeks of our initial response.

Proposed corrective and preventive actions where possible will be communicated to you within 2 months of complaint.