

Silverstone Cerakote Ltd Complaints Policy and Procedure

Document Control

Version	Date	Review	Changes Made	Written By	Reviewed By	Position
1.0	January 2023	January 2024	New Policy	Policy Team	Ellie Clarkson	Policy Writer
2.0	January 2025	January 2026	Contact Details updated	Policy Team	Ellie Clarkson	Policy Writer

Introduction

At Silverstone Cerakote Ltd, we take pride in delivering exceptional service and high-quality products to all our customers and stakeholders. However, we recognise that there may be occasions when expectations are not met, and concerns or dissatisfaction may arise. This Complaints Policy and Procedure has been developed to ensure that any issues brought to our attention are handled in a fair, professional, and timely manner. We welcome all feedback, including complaints, as an opportunity to improve our services, strengthen our customer relationships, and uphold our commitment to excellence.

1. Purpose

The purpose of this policy is to:

- Provide a clear framework for handling complaints effectively and efficiently.
- Ensure all complaints are treated with respect, fairness, and impartiality.
- Outline the steps we will take to investigate and resolve complaints.
- Demonstrate our commitment to continuous improvement through the feedback we receive.

This policy aims to maintain trust and transparency with all those who interact with Silverstone Cerakote Ltd, ensuring that any concerns are resolved promptly and to the best of our ability.

2. Scope

This policy applies to all complaints received by Silverstone Cerakote Ltd, whether from customers, suppliers, or other stakeholders. It covers issues related to:

- The quality or performance of our products and services.
- The conduct of our staff, subcontractors, or representatives.
- Any aspect of our business operations that may cause dissatisfaction or concern.

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Complaints may be made in writing, by email, telephone, or in person. This policy ensures that all complaints are handled consistently and in line with relevant legal, ethical, and regulatory standards.

Complaints Procedure

3. How to Make a Complaint

Complaints can be made in the following ways:

- **In Writing:**
Address your complaint to:
Silverstone Cerakote Ltd
Unit 22, Burcote Wood Business Centre,
Wood Burcote, Towcester NN12 8TA
- **Email:** Send your complaint to: **ellie@silverstonecerakote.co.uk**
- **Telephone:** Call us at **01327 317431**
- **In Person:** Complaints can be made at our premises during business hours.

When making a complaint, please include:

- Your full name and contact details.
 - Details of the issue, including dates, times, and any relevant documentation.
 - The outcome you are seeking.
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4. Complaint Handling Process

1. Acknowledgement

- Complaints received during business hours will be acknowledged within **3 working days** of receipt.
- Complaints received after close of business hours or on non-working days (e.g., weekends or bank holidays) will be treated as received on the next working day.
- A unique reference number will be assigned to your complaint for tracking purposes.

2. Investigation and Response

- Following acknowledgement, we will investigate the complaint and provide a formal response within **10 working days**. This timeframe begins the day after the complaint is acknowledged (i.e., within 13 working days from the date the complaint is first received or the next working day if submitted outside of business hours).
- If the investigation requires more time, we will provide an update on progress and an expected resolution date.

3. Resolution

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- If the complaint is upheld, we will explain the resolution, including corrective measures, compensation (if applicable), and steps to prevent recurrence.
 - If the complaint is not upheld, we will provide a clear explanation of our findings.
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5. Escalation Process

If you are dissatisfied with the outcome of your complaint, you can escalate the matter as follows:

- 1. Submit a Written Escalation:**
 - Address the escalation to the Managing Director at ellie@silverstonecerakote.co.uk or via post to our business address.
- 2. Acknowledgement of Escalation:**
 - We will acknowledge receipt of the escalation within **3 working days**.
- 3. Further Investigation:**
 - A senior manager or the Managing Director will conduct a review of the complaint and the initial resolution.
 - Additional documentation or clarification may be requested from you during this process.
- 4. Response to Escalation:**
 - A formal response to the escalation will be provided within **20 working days** of acknowledgement.
 - In exceptional circumstances where more time is required, we will inform you, provide an explanation, and set a revised timeframe for the response.

Legal Note:

While there is no statutory requirement in the UK for escalation response times, Silverstone Cerakote Ltd follows industry best practices by aiming to resolve escalated complaints within **20 working days**. We will always keep you informed if additional time is required.

6. Recording and Monitoring Complaints

- All complaints and escalations will be recorded in a Complaint Register and reviewed periodically to identify trends and areas for improvement.
 - Records will be retained for a minimum of **6 years** in compliance with legal and regulatory requirements.
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7. Confidentiality

All complaints will be handled in accordance with our Privacy Policy. Information will only be shared with those directly involved in resolving the complaint or as required by law.

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8. Legal and Regulatory Compliance

This policy aligns with:

- The Consumer Rights Act 2015
 - General Data Protection Regulation (GDPR) 2018
 - Any other applicable laws and industry standards.
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9. Review

This policy will be reviewed annually or sooner if required by changes in legislation, industry standards, or business needs.

Contact Information

Silverstone Cerakote Ltd
Unit 22, Burcote Wood Business Centre,
Wood Burcote, Towcester NN12 8TA
Tel: **01327 317431**
Email: **ellie@silverstonecerakote.co.uk**

Approved by:

Ellie Clarkson

Managing Director

Silverstone Cerakote Ltd

Date: 21st January 2025