



**Useful information if you have complaint about a product or service.**

**(not personal account or credit related)**

If you are unhappy with any aspect of the products and services we provide, please let us know and we'll do our best to put it right straight away. We aim to delight customers with our response to issues where we have got things wrong and we monitor first time resolution in order to ensure that we are delivering the service our customers expect.

Our complaints procedure aims to:

- Help us understand where we have made mistakes and got it wrong, give us an opportunity to put things right, and take action immediately to avoid future complaints.
- Show clearly how a complaint will be dealt with and within what timescales, if a resolution can't be reached there and then.
- Treat customers fairly.

This leaflet explains our approach to dealing with your complaint. It also explains how we will keep you informed of our progress and what to do if you remain unhappy with our outcome or our final written response to your complaint.

You can make a complaint:

- **By emailing us at [customersatisfactionteam@damart.com](mailto:customersatisfactionteam@damart.com)**
- **By logging onto our website at [www.damart.co.uk](http://www.damart.co.uk)** and selecting 'contact us' on the bottom right.
- **In writing to:** Damart Customer Satisfaction Team, Bowling Green Mills, Lime Street, Bingley, West Yorkshire, BD97 1AD
- **By phoning us on 0871 423 0000** (Calls cost 13p per minute plus network extras). Should you have an issue with an existing order, please contact a member of our Customer Service Team between 09:00 – 17:00 **Monday to Friday on 0330 123 0842.**

Our aim is to resolve problems fully the first time that you contact us. If we are unable to do this, we will let you know why. We will keep you up to date of our progress, until the matter is fully resolved.

**If you write to us:**

Stages	Timescale
We'll acknowledge & aim to resolve your complaint 'first time'	Within 7 days of receipt.
If things take a little longer we'll keep you informed of progress.	Every 7 days.
Final resolution	Within a maximum of 8 weeks of receipt of complaint

**If you phone or email us:**

Stages	Timescale
We'll acknowledge & aim to resolve your complaint 'first time'	By Phone: Immediately. By Email: We'll acknowledge receipt immediately and aim to resolve within 24 hours.
If things take a little longer we'll keep you informed of progress.	Every 7 days.
Final resolution	Within a maximum of 8 weeks of receipt of complaint.

If you are unhappy with our final response, or eight weeks have elapsed since raising your concerns to Damart, you may wish to escalate your complaint to 'Retail ADR'.

**Damart is a member of RetailADR** (An Alternative Dispute Resolution scheme for Retail) who can offer independent / impartial advice to customers, following a complaint being raised where a mutual resolution is not met.

RetailADR can be contacted via the following ways:

Online at: [www.retailadr.org.uk](http://www.retailadr.org.uk) (you will be required to download an online form)

Alternatively you can email [Enquiries@cdr1.org.uk](mailto:Enquiries@cdr1.org.uk) or phone 0203 540 8063 (9:00 – 17:30 Mon – Fri) for help.

Registered Head Office:

12-14 Walker Avenue, Stratford Office Village, Wolverton Mill, Milton Keynes, MK12 5TW.

**Please note** – Before escalating a complaint to The RetailADR, you must follow Stages 1 and 2 of Damart's Complaint procedure, listed above.

