

Programme Complaints Procedure

Ref: 012
Version: 1.2
Originated by: MJF
Approved by: MF

- Durban Limited is committed to providing quality services at all times. However, in the event that you have a complaint in relation to any of the services or treatment received from us or our partners you should follow the procedure detailed below.
- Durban Limited will investigate any complaints in relation to our own services, issues with specific employees, accounts, promotion and when referred by us any problems you may have with our partners.
- We request that should you feel the need to complain then this is done by either completing our Complaint Form or by e-mail/telephone where your issue will be recorded and dealt with properly and promptly. Once we have received your complaint we will look into the matter further and provide you with a written response.
- With all complaints and feedback given, we thank you for bringing issues to our attention. And hope the matter can be resolved satisfactorily for all concerned. We truly value your continued business and aim to deliver high standards in our service and support at all times.
- We endeavour to build long term relationships with our customers for trusting and understanding each other to deliver added value, results and satisfaction.
- **We aim to acknowledge complaints within 1 working day and provide a written response within 7 working days. To conduct our investigations we may need to contact you for further information so please include your contact details on your correspondence.**

We thank you for taking the time for bringing the matter to our attention and welcome your comments so that we can continually improve our services.

Please return the complaints form to us directly by mail, fax or e-mail. Contact details listed below:

MAIL

FAO: Mike Foers
Durban Limited
Carr House
East Carr Road
Hull
HU8 9LP

FAX

0845 129 83 75

E-MAIL

mike.foers@durban-uk.com

OR TELEPHONE

0845 129 83 76

