

Artificial Grass Yorkshire Complaints Procedure

Artificial Grass Yorkshire is a trading name of DBG Projects & Scape's Ltd

1. Introduction

This policy outlines the procedure for:

- Customers to lodge complaints regarding our products and services.
- How we will address these complaints.

Our commitment is to consistently deliver high-quality goods and services and uphold exceptional standards of customer service. However, we acknowledge that there may be occasions where we fall short, and it's vital for you to have a channel to raise any concerns or complaints with us.

2. Submitting a Complaint

To file a complaint, please use the following email address or submit a complaint via our website:

- **info@artificialgrassyorkshire.co.uk** or www.artificialgrassyorkshire.co.uk

2.1 Details Required

When raising a complaint, please provide the following details:

- a) Your full name and Contact information (telephone and email)
- b) Nature of the complaint
- c) Relevant dates and times pertaining to the complaint
- d) Type of goods or services received
- e) Any order or reference numbers provided
- f) A concise summary of the issue(s) encountered and reasons for dissatisfaction with the goods or services

3. Processing and Timing

Complaints will be addressed during our business hours: **Monday - Friday: 8 am – 4 pm**

Your complaint will be handled by a Director / Owner of the business.

4. Acknowledgment

We will acknowledge receipt of your complaint within **10 business days**.



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5. Investigation

Our complaints manager will conduct a thorough investigation into your complaint, possibly requiring additional details from you during this process. You can expect a response to your complaint via telephone and/or email.

Our aim is to provide a full response within **10 business days** following receipt of your complaint. However, if further investigation is necessary, we will inform you of any delays and provide an updated timeframe. You will receive regular updates thereafter.

5. Resolution

Upon investigation, if our complaints manager finds merit in your complaint, we will strive to offer a satisfactory solution, which may include:

- a. Full refund
- b. Partial refund
- c. Replacement goods
- d. Re-delivery of services

We will propose the most appropriate solution based on the circumstances. While the examples mentioned above are typical, we may offer alternative solutions when necessary.

If our complaints manager disagrees with your complaint, you will receive a detailed explanation. We encourage resolving disputes at the lowest level. However, if unresolved, you may seek legal advice or explore other legal remedies.

6. Alternative Dispute Resolution & Trust A Trader

Feel free to contact us to discuss engaging in Alternative Dispute Resolution methods.

Additionally, if you are not happy with the outcome of your complaint then you can raise a complaint with 'Trust A Trader' who will review your complaint and our response. Further details of the Trust A Trader complaints procedure can be found on www.trustatrader.com.

7. Consumer Rights

For information on your legal rights as a consumer, visit the Citizens Advice Bureau website.

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