



## Customer Complaints Policy Statement

---

### Introduction

Plastic Solutions (Aldridge) Ltd is committed to providing a high standard of service to its customers. We also trade using our "Glampsan" division to which this policy also applies. The key principles of the business policy on the handling of complaints are outlined below.

### Aims and Objectives

If we are to succeed in providing a high-quality service, we must continually look at our performance and try to improve it.

In dealing with complaints, we aim to ensure that:

- Making a complaint is as easy as possible for you.
- We issue a written reply within 10 working days.  
However, if for some reason that is not possible, we will advise you of the reason for the delay.
- We identify areas where repeated problems are occurring and take steps to improve our service.

Our objective is to put things right for customers, wherever possible, learn from where we went wrong, and make sure that we do not make the same mistake again.

### How can I make a comment or complaint to Plastic Solutions (Aldridge) Limited?

We hope to make your experience of dealing with us an excellent one, and we welcome your comments, suggestions and details of satisfaction (or dissatisfaction) about the service you have experienced when contacting us or using any of our services or products. We would also like to hear if a particular member of staff has provided you with exceptional service.

### What we will do

All customers of Plastic Solutions (Aldridge) Limited and/or Glampsan are dealt with seriously and impartially and are responded to promptly regardless of the subject matter, medium or the country in which the complaint has been made.

We aim to acknowledge your complaint within 3 working days and will seek response to feedback or resolution of complaints within 10 working days.

We will draw on information received from your customer comments and complaints to improve our services and products.

### What to do next

How to make a comment or complaint:

Contact the person or office with whom you have already dealt to fully explain your views or situation and ask for a response or assistance,  
or



## Customer Complaints Policy Statement

- **By Email:** use the email address in the footer
- **By Telephone:** use the contact numbers in the footer (weekdays 09.00-17.00 - 16:00 Fridays)
- **By Post:** use the address in the footer

Please provide your name and/or email address and/or telephone number so that we can respond.

### Who will deal with your comments or complaint?

We aim to resolve most issues at the first point of contact. The first member of staff who receives a communication from a customer is empowered to “own” the comment or complaint and see it through to resolution, although he or she may have to liaise with other colleagues to gather the necessary information to respond effectively to the customer.

In more complex cases customers may receive the response to their comment or complaint from the person or department who is responsible for that aspect of our work e.g. accounting issues.

In the infrequent case where a customer’s comment or complaint is of a serious nature the complaint may be referred to Plastic Solutions (Aldridge) Limited’s General Manager.

### Taking it further

When things have gone wrong we will do our best to resolve matters quickly and fairly we will:

- Explain what went wrong
- Apologise when it is appropriate
- Take action to remedy the situation, when possible

If you are not satisfied with the response you receive, you can take the matter further by contacting the General Manager using the details in the footer.

Complaints that are not resolved to our customer’s satisfaction can be escalated to our Managing Director. We will provide you with his contact details on request.

All customer comments and complaints are reviewed carefully and are used to collate data of customer perceptions and experiences. These are shared across Plastic Solutions (Aldridge) Limited’s business with a view to improving our products and services.

**Jonathan Trelfa - General Manager - Plastic Solutions (Aldridge) Limited & Glampsan**