



Useful information if you have complaint about a product or service

If you are unhappy with any aspect of the products and services we provide, please let us know so we can do our best to resolve matters for you.

With this in mind 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 when they go wrong, and take action to avoid future complaints in order to deliver the best service we possibly can.
- Show clearly how a complaint will be dealt with and within what timescales, if a resolution can't be reached there and then.
- Respect confidentiality.
- Treat customers fairly.

This document 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. To ensure we have the opportunity to put right what may have gone wrong, all we ask is for you to follow each stage in our complaints procedure.

Should you wish to make a complaint, you may do so via the following ways:

- **By emailing us at customersatisfactionteam@damart.com**
- **By logging onto our website at 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 200 9000** (Calls cost 12p per minute plus your company's network access charge). 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.

Stage 1 – Informal

Where possible, problems or complaints will be dealt with quickly and informally and usually the first time you get in touch with us. If you'd like to make a complaint please tell us what the problem is and how we can best put things right.

If you write to us:

Stages	Timescale
We'll acknowledge & aim to resolve your complaint 'first time'	Within 5 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.

Stage 2 - Formal

In the unlikely event that you are still unhappy with the response you have received, and two weeks has elapsed since raising your complaint, you may escalate your complaint by emailing or writing to:

Jeanette Askin, Head of Customer Service, Damart, Bowling Green Mills, Lime Street, Bingley, West Yorkshire, BD97 1AD. Alternatively, you may wish to send your concerns by e-mail to the following e-mail address:

jaskin@damart.com

We will do our utmost to find the best solution and put things right as quickly as possible. We will keep you informed of progress every 7 days and we will send our final response, in writing, within eight weeks.

In the unlikely event that we are unable to resolve your complaint, and you are still not satisfied following the conclusion of our complaints handling procedure you may refer your complaint to The Retail Ombudsman which is a certified Alternative Dispute Resolution Provider. We will respond to any complaint referred to us by them.

The Retail Ombudsman, 33 Floor Euston Road, London, NW1 3DP

Email: enquiries@theretailombudsman.org.uk. Web: www.theretailombudsman.org.uk

Tel: 0203 137 8268

Alternatively, if your complaint is regarding goods or services purchased from damart.co.uk and you are not satisfied with the resolution we have provided, the EU Online Dispute Resolution platform is available at www.ec.europa.eu/consumers/odr Please note following submission of your complaint on the EU platform you will be directed to The Retail Ombudsman. You may therefore refer your complaint directly to them.

