

## Complaints Handling Procedure

Here at Marks Electrical we do everything we can to ensure our customers get the best products and highest level of customer care and service possible. However, from time to time, we may not get this right on the first occasion and if you're not completely happy with your experience, we want to hear about it so we can make amends.

When this happens we want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

### How and where to complain

If you are not satisfied with any aspect of our service or products you have received, you can raise a complaint in the following ways:

- Telephone our helpful customer service team on 0116 2 515 515 Mon-Fri: 9:00am – 5:30pm and Saturday 9:00am – 5:00pm and Sunday: 10:00am – 4:00pm.
- Emailing us at [complaints@markselectrical.co.uk](mailto:complaints@markselectrical.co.uk)
- Writing to us at:

Customer Service  
Marks Electrical  
4 Boston Rd  
Leicester  
LE4 1AU

### Resolution

We aim to respond to complaints within 48 hours of receiving the initial contact. Sometimes there can be delays with resolutions whilst we co-ordinate with manufacturers and third parties to ensure the best possible outcome for you, however we will keep you informed during this process. We may request additional information from you, including images. To enable us to deal with your complaint as efficiently as possible, please reference your order number when you contact us.

### Financial Ombudsman

Should we resolve your complaint by eight weeks, we will write to you with a final response letter detailing our findings. If we are unable to provide a final response at this time, we will send a letter detailing why there has been a delay and confirm when we expect to send you a final response.

In the unlikely event, you are still dissatisfied and your agreement is regulated by the FCA, you are entitled to refer your complaint to the Financial Ombudsman Service free of charge. This should be done straight away, but must be within six months from the date of our final response.

Further information regarding the Financial Ombudsman Service can be found on their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).