

Strive Business Limited - Complaints Procedure

Introduction

At Strive Business Limited, we are committed to providing high-quality products and services to our customers. However, we understand that sometimes things may not go as planned. We value feedback and view complaints as an opportunity to improve our service. This complaints procedure is designed to help customers easily raise concerns and ensure their issues are resolved in a fair and timely manner.

Step 1: How to Make a Complaint

If you are dissatisfied with our product or service, please let us know. You can submit your complaint via the following methods:

- Email: rebecca@strivebusinesslimited.co.uk
- Phone: 0333 335 5137
- Postal Address: Strive Business Limited, Suite P2, Thomas Henry House, 1-5 Church Street, Ripley, Derbyshire, DE5 3BU

When submitting your complaint, please provide as much detail as possible, including:

- Your name and contact information
- A description of the issue
- Relevant dates or transactions
- Any supporting documents or evidence, if applicable

Step 2: Acknowledgement of Complaint

Once your complaint has been received, we will:

- Acknowledge receipt of your complaint within 2 business days
- Assign a dedicated representative to investigate and handle your case
- Provide you with an estimated timeline for resolution

If more time is required to investigate your complaint, we will inform you of any delays and keep you updated throughout the process.

Step 3: Investigation and Resolution

Our representative will:

- Review all information provided and, if necessary, contact you for further details
- Investigate the matter thoroughly and impartially
- Take appropriate actions to resolve the issue, which may include offering a solution, a refund, or other corrective actions based on the nature of the complaint

We aim to resolve all complaints within 10 business days. However, if the matter is particularly complex, it may take longer. In such cases, we will keep you informed of progress and expected resolution times.

Step 4: Response to the Complainant

Once the investigation is complete, we will provide you with:

- A formal response outlining the findings of the investigation
- Details of any actions we have taken or plan to take to resolve the issue
- An explanation of why the decision was made (if applicable)
- Information on any compensation, remedy, or resolution offered

We aim to provide a clear and fair response to all complaints.

Step 5: Escalation Process

If you are not satisfied with the outcome or the resolution provided, you have the right to escalate your complaint. In such cases, you may:

1. Request a Review:

Ask for the issue to be reviewed by a senior manager or director who will re-evaluate the complaint and the proposed resolution.

2. External Dispute Resolution:

If the matter is still unresolved to your satisfaction, you may contact an independent third-party dispute resolution service such as an ombudsman or regulatory body, depending on the nature of the complaint.

Step 6: Continuous Improvement

At Strive Business Limited, we take customer feedback seriously. Once a complaint is resolved, we use the information to identify potential areas for improvement. We value your input and strive to continually enhance our services based on your experiences.