

# N / B / T Y

## CUSTOMER CARE POLICY

### Goals of Customer Care Policy

Whilst the Company strives to avoid the necessity for complaints, it has formulated the *Customer Care Policy* to assist any Service User who may be dissatisfied with its services. Way With Words is committed to consistent, fair and confidential handling of complaints and to resolving them as quickly as possible.

### Lodging a Complaint

A Service User has the right to request a review of the work returned within fourteen (14) days of receipt of the work.

Where possible, complaints will be resolved at the first point of contact. Written complaints will be acknowledged promptly with email confirmation that the complaint has been received.

If a complaint can't be resolved immediately the Service User will be given an estimated timeframe for resolution and the name of a contact person.

Where possible, the staff member taking the complaint details will be the contact person.

If the complaint is not resolved within the given timeframe it will be referred to the Company's Customer Care, the email address of which is [customercare@waywithwordsgroup.com](mailto:customercare@waywithwordsgroup.com) and the Service User notified of the referral.

Service Users may also address a complaint directly to the Company via the above email address at any time.

Should the Company agree to a discount for the work returned, any repayment will be made within a period of seven (7) days.

## Complaints Referred to Customer Care

Complaints referred to the Company's Customer Care are recorded in a Complaints Log at the time of referral.

The Complaints Log allows for the process of the *Customer Care Policy* to be fulfilled. The log will contain a ticket with full details of the Service User complaint, including the date when it was made, details of all communication with the Service User (including copies of emails and telephone notes) and any actions taken to resolve the complaint.

A Service User's personal details or details of a complaint will not be divulged to third parties unless the Company has the particular Service User's written consent to do so.

An approximate timeframe for resolution of a complaint by Customer Care will be provided to the Service User, who will be given regular progress reports, especially if there are any delays or changes to what has been agreed.

Service Users who have had a complaint resolved may be contacted at a later date to ascertain whether or not they were satisfied with the manner in which their complaint was handled.

Visitors are also encouraged to read our [Terms of Service](#) and [Privacy Policy](#).