

COMPLAINTS POLICY

(last updated 13.05.2017)

At Hogarth Engineering Ltd we take customer service seriously and we are committed to handling any complaints in a timely and professional manner.

**How to make a complaint:**

You can get in touch using whichever contact method you prefer. View the Contact Us page for our full contact details.

**How we deal with a complaint:**

We aim to deal with most complaints within seven days, but if we need to carry out a more detailed investigation it might take longer. If this is the case, we’ll be in touch to let you know what’s going on and when we’re likely to have an outcome for you.

If we can’t resolve your complaint (these situations are very rare), we are happy to work with The Consumer Ombudsman who will independently review your case and come up with a fair resolution. [Click here](http://www.consumer-ombudsman.org/) for details about The Consumer Ombudsman service.