



How to complain

At R82 UK Ltd we will always strive to provide excellent, innovative products and a first class customer service delivered in a professional, caring and courteous manner.

If you feel that we have not lived up to this promise, or if you feel that we can improve or enhance our current services, we would like to hear from you.

We want to:

- Make it easy for you to tell us if you are unhappy
- Give your complaint the attention that it deserves
- Resolve your issues without delay
- Make sure that you are satisfied with how you were treated

How and where to complain

In person	Speak to the person that you are with ie your area representative, your local engineer or visit our head office in Halesowen and speak to one of our staff.
In writing	Address your letter to your usual customer service representative or to "Complaints Officer" at: Unit D4A, Coombswood Business Park East Coombswood Way, Halesowen, West Midlands, B62 8BH
By telephone	Use your usual number for contacting the office or dial our switchboard on 0121 561 2222 and speak to one of our customer service staff.

How long will it take

Immediately	Our aim is to address any complaints as soon as possible and we will endeavour to reach a resolution with you by the end of the next business day or else agree a time frame with you in which we can resolve the issue.
Five days	If you feel that we have been unable to resolve your complaint at this first stage you may ask for the matter to be escalated to the Operations Manager for further investigation. We will acknowledge this escalation within 24 hours of a telephone call, or 2 days of a letter or email, and advise you how long we expect to take to resolve it. In the majority of cases we will be able to reach a resolution within 5 working days.
Four weeks	If your complaint is complex and involves a number of individuals we may need up to 4 weeks

What if you are not happy with our response?

Our aim is that your complaint should be resolved as quickly as possible by staff who have the right experience, knowledge and authority.

However if you are not satisfied with our action or explanation you can ask for your case to be reviewed at a higher level within the company.

You can write to the Managing Director (Complaint Issues) at the address shown below.

Managing Director (Complaint Issues)
Unit D4A, Coombswood Business Park East
Coombswood Way,
Halesowen,
West Midlands.
B62 8BH

What happens if we cannot reach an agreement?

R82 UK Ltd is a member of the British Healthcare Trades Association (BHTA) and if we cannot reach an agreement with you, we will send you a “final response letter”. This letter will clearly set out R82’s position with regard to your complaint and will also advise you how to contact the Code Administrator at the BHTA to request them to review your case if you feel it appropriate.