



### **Instant Scenery – Complaints Procedure**

At Instant Scenery, we want every client to be delighted with our service. If something goes wrong, please let us know – we take complaints seriously and will do our best to resolve the issue quickly.

#### **How to Make a Complaint**

You can contact us by:

- Speaking to your site manager or team leader
- Calling us on 01905 347105
- Emailing [info@instantscenery.co.uk](mailto:info@instantscenery.co.uk)
- Writing to us at: 3 Paddock Close Kempsey WR5 3WE

#### **What Happens Next**

- We'll acknowledge your complaint within 3 working days.
- A manager will look into the matter and aim to respond within 10 working days.
- If it will take longer, we'll let you know and keep you updated.
- If you're not satisfied with our response, you can ask for your complaint to be reviewed by the business owner.

#### **Our Commitment**

We treat all complaints fairly, with respect and confidentiality. We also review complaints regularly to learn and improve our services.