

The Contact Centre Team

Complaints Policy – public facing ECCS Specific

The European Consumer Centre for Services aims to provide the best possible service to all users of our service. We recognise that occasionally, things do go wrong and we will always try our best to put things right. All staff members of the European Consumer Centre for Services receive regular training and guidance on how to manage complaints.

In the first instance, the team member that you normally deal with will listen to your concerns and respond, but if you still have cause for complaint, your complaint will be escalated within the supervisory and management team.

You can expect:

- Your complaint to be investigated thoroughly and fairly;
- A response from us when we say we will respond;
- Your complaint to be escalated to a more senior person in the organisation should the need arise;
- A change in our internal procedures as a result of our investigation into your complaint (if applicable).

Ways in which to complain

By Telephone – 01268 886694 (weekdays 10am-3pm)

By e-mail – eccs@tsi.org.uk

By Fax – 01268 582225

By post – European Consumer Centre for Services, Trading Standards Institute, 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, Essex, SS15 6TH.

We aim to respond to all written complaints within 3 working days of receipt.

You may want to make positive comments on the services that you've received. These comments are just as important because they tell us which factors are contributing to a good experience for our customers. This can be done using the above contact methods or on line by following the link below:

<https://www.surveymonkey.com/s/9G7R6MB>