



# CUSTOMER COMPLAINTS POLICY

At The Visual Safari Design Group Design Group, we are committed to providing exceptional creative design & website design services. However, we recognise that there may be instances where our clients feel dissatisfied with our work. We value your feedback and are dedicated to resolving any issues in a fair, timely, and professional manner.

## 1. Purpose

This Complaints Policy outlines how The Visual Safari Design Group manages complaints, ensuring all concerns are addressed appropriately and transparently, with a focus on continuous improvement.

## 2. Scope

This policy applies to all clients of The Visual Safari Design Group. It specifically includes complaints regarding the quality of work produced or any other dissatisfaction with our services.

## 3. How to Make a Complaint

If you are dissatisfied with our services, please follow the steps below:

### 1. Initial Contact

- Raise your concerns directly with our Complaints Officer by email at **Complaints@thevisualsafari.com**
- Provide detailed information about your complaint, including:
  - The specific aspects of the work you are dissatisfied with.
  - Supporting evidence, such as project deliverables, email correspondence, or screenshots.
  - Any desired outcome or resolution.

### 2. Acknowledgment

- We will acknowledge receipt of your complaint within **2 business days**.

### 3. Investigation

- Our Complaints Officer will personally review the details of your complaint, including any associated work, timelines, and communications.
- You may be contacted for further clarification or discussion to better understand the issue.

### 4. Resolution

Within **10 business days**, you will receive a written response outlining:

- Our findings.
- Proposed solutions or next steps.
- An explanation if we believe the work meets agreed standards.

In cases where additional time is required for a thorough investigation, we will inform you of the revised timeline.

#### 4. Resolution Options

Depending on the nature of the complaint, possible resolutions may include:

- Revisions or amendments to the work.
- Partial refund or credit.
- Discount to fees owed.
- Explanation of why the work aligns with the original agreement.

#### 5. Escalation

If you are not satisfied with the resolution, you may request a further review by submitting your concerns in writing.

- A final decision will be made within **5 business** days of escalation.

#### 6. Records and Feedback

- All complaints and their outcomes will be documented to help us improve our services.
- Constructive feedback is always welcome and helps us maintain high standards.

#### 7. Contact Details

Complaints can be submitted via:

- Email: **Complaints@thevisualsafari.com**
- Post (signed/recorded delivery recommended): **The Visual Safari Design Group, Rourke House, Watermans Business Park, The Causeway, Staines-upon-Thames, Surrey TW18 3BA**

At The Visual Safari Design Group, we are dedicated to resolving complaints in a manner that reflects our commitment to quality and professionalism.

We appreciate your patience and the opportunity to address any concerns you may have.