



kopykat
Design and Print

Kopykat complaints procedure

Statement

We realise that occasionally a client can feel their expectations have not been met, if a client is disappointed with our service or finished product we would encourage them to make a complaint, whilst we endeavour to meet or exceed a client's expectations no company is infallible and can always improve on an ongoing basis. If you feel we can improve or you would like something rectified the following procedure is in place for you to air your opinions. Complaints will be handled courteously and we try to use any complaints in a positive manner to improve the service in the future. We would always prefer you to complain so we can try and maintain a relationship rather than not using us in the future. We guarantee we will handle your complaint fairly and always try to give the best advice to you.

How we will we will handle your complaint

Your complaint will be acknowledged immediately and we will give a timescale for our full reply. All complaints will be fully investigated by a member of staff and we will report back to you verbally within one working day or sooner if possible. If you require a full written explanation we would be happy to do so within two working days. If it is not possible to meet the above timeframe we will send you an interim reply telling you when you may expect to know the outcome but generally we feel confident most complaints can be dealt with quickly and efficiently.

What to do if you have a complaint

If you have a complaint about our service, you can tell us by telephone, in writing, by email or by fax. Initially please make your complaint to the person who has dealt with your order or enquiry, if this person cannot or has not dealt with your complaint to your satisfaction you will be given the name of a more senior person or director who can investigate your complaint further. If need be a senior person will visit you in person if you feel this is necessary

If you are still not satisfied

After discussions with us you are still not satisfied with the outcome we would be happy to involve an outside body such as the British Printing Industries Federation to arbitrate and come to a fair conclusion. In our experience we have never reached this stage as most issues can be sorted out to the client's satisfaction and indeed sometimes the relationship can be enhanced by quickly resolving a complaint.

If you wish to make a complaint

State clearly what the complaint is about, your name and organisation and your general contact details such as telephone number or email that we can contact you on.

Our postal address is

Kopykat Printing Limited

76c Rivington Street

London EC2A 3AY

www.kopykat.co.uk

print@kopykat.co.uk

Tel: 020 7739 2451