

Jepson & Co Ltd Complaints Policy

At Jepson & Co Ltd, we are dedicated to providing excellent customer service. Looking after our customers is our number one priority, we can't be first in number plates without you.

As a customer of ours, you are entitled to make a complaint to us. This complaints policy sets out our process for handling any complaint you may have.

Our approach to complaints

Our policy is to provide a fair complaints procedure, which is efficient, clear, and easy to use, to anyone wishing to make a complaint.

We want to make sure you're happy with the service we provide at all times, and should a complaint arise we aim to investigate the matter and rectify this in a fair and timely way.

We will keep our customers informed as to the progress of the complaint, proposed actions, and the expected timeframe for a resolution.

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right.

Handling your complaint

There are several ways you can contact us to discuss your complaint.

Telephone. Our Customer Care Department are available on 0114 273 1151. Our business hours are Monday to Friday, 8.30am – 4.45pm.

Email. Contact our Customer Care Department by email at sales@jepsonandco.com. Please provide your account number or postcode, and an explanation of the issue you would like to report.

Website. Visit our contact us page at [Contact - Jepson & Co \(jepsonandco.com\)](https://www.jepsonandco.com/contact) where you can complete our online form. A member of the Customer Care department will get in touch with you within 24 hours.

How are complaints resolved?

Once our Customer Care Team are aware of your complaint, we endeavour to resolve it there and then. Should an investigation be required, we will explain to you what further action we may need to take and the timeframe for this. We commit to keeping you updated regularly.

Learning from customer feedback and complaints

At Jepson and Co Ltd, we are committed to continually improving the service we provide to our customers. We are determined to put things right, learn from mistakes and ask for feedback from our customers about their experience. If you have any suggestions, don't hesitate to get in touch.