

Complaint Handling Procedure

1. Our Commitment

At **Objective Utility Solutions Ltd**, we are committed to providing high-quality products and services. If something goes wrong, we encourage customers to let us know so we can resolve the issue quickly and fairly.

We take all complaints seriously and aim to handle them in a transparent, efficient, and respectful manner.

2. How to Make a Complaint

You can submit a complaint using any of the following methods:

Email: info@objectiveutilitysolutions.co.uk

Please include the following information where possible:

- Your full name and contact details
 - Order number or reference (if applicable)
 - A clear description of the issue
 - Any supporting documents or screenshots
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3. Acknowledgement of Complaints

We will acknowledge receipt of your complaint within **3 business days**.

If we require additional information to investigate your complaint, we will contact you as soon as possible.

4. Investigation and Response

We will review your complaint carefully and aim to provide a full response within **10 business days**.

If the matter is complex and requires more time, we will inform you of the delay and provide an updated timeframe.

Possible outcomes may include:

- An explanation of what happened
 - An apology
 - A correction or replacement
 - A refund where appropriate
 - Steps we will take to prevent the issue occurring again
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5. Escalation

If you are not satisfied with the initial response, you may request that your complaint be escalated for further review.

Please contact us again within **14 days of our response**, and your complaint will be reviewed by a senior member of our team.

6. External Resolution

If we cannot resolve your complaint to your satisfaction, you may have the option to seek assistance from an appropriate **independent dispute resolution service or consumer protection authority**, depending on your location.

7. Record Keeping

We keep records of complaints to help us:

- Monitor service quality
- Improve our processes
- Ensure complaints are handled fairly and consistently

Complaint records are stored in accordance with our **Privacy Policy**.

8. Continuous Improvement

Feedback and complaints help us improve. We regularly review complaint data to identify trends and make improvements to our products, services, and customer experience.