

Complaints Handling Policy



Introduction to Policy:

LSD Promotions is committed to providing a quality service to traders and to members of the public. However, we recognise from time to time, individuals may have complaints that they wish to raise.

Therefore, the purpose of this policy is to provide traders and members of the public with the opportunity to raise any concerns that they may have and a procedure that allows any issues to be dealt with promptly and efficiently to help us check the quality of our service, improve our standards and maintain our excellent reputation.

Time limits:

It is important that we deal with issues promptly and as such, you must submit your complaint no later than 10 days after the incident/concerns allegedly occurred. Should you submit your complaint after this time period, your complaint will be considered out of time and the below procedure will not apply.

The procedure:

This section outlines all stages of the complaint's procedure.

Stage 1: Informal Resolution

Wherever possible, we believe resolving any complaint in an informal matter is the best course of action. Therefore, whether you are a trader or a member of the public, in the first instance you should raise your concern with the Market Manager on site who in most cases will be able to resolve your complaint on site to a satisfactory standard.

Stage 2: Formal Resolution

In situations where your complaint has not been resolved via the informal stage one, you should submit your complaint in writing using the link below.

You will then receive an automated response advising you that a member of our Customer Service / Complaints team will be undertaking an investigation in to your complaint. You should expect to receive an outcome to your complaint within 10 working days of its submission. If there was a particular reason that the investigation was going to take longer than 10 working days, we would write to you outlining the reasons for this.

In order for your complaint to be investigated, you must ensure the Complaints Submission Form (CSF) is fully complete, ensuring that you have included:

- Your personal details to enable us to respond to you;
- Date and time of alleged incidents that form the basis of your complaint;
- Detailed summary of the nature of your complaint, including any witnesses;
- Contact details of witnesses;
- Attachments of supporting evidence (e.g. photographs, paperwork, text messages etc.); and

- Confirmation of what outcome / action you are hoping to achieve by submitting your complaint.

Failure to provide all of the above information, will result in a member of the team chasing you for further information which means the 10 day period, will not commence until all information has been submitted.

Once the investigation has been undertaken, you will then receive a response in writing outlining the findings to the investigation and the outcome to your complaint, which we hope brings your complaint to satisfactory conclusion.

Stage 3: Appeal

In situations where your complaint has not been resolved via stage two, you should outline the specific reasons why you are not satisfied with the outcome to complaints@lsdpromotions.com within 5 working days of receiving the outcome.

Within your appeal, you should outline your specific grounds as to why you disagree with the findings to your complaint.

A Director will then review the stage two investigation and write to you within 10 working days and provide a response to you in writing (usually via email) confirming the final position of the complaint together with an explanation. This decision will be final.