



Complaints and Dispute Resolution Procedure

1

The Client should raise any complaint in writing as soon as reasonably possible.

2

The complaint should explain the issue, relevant service, dates, lead/reference details and requested outcome.

3

Trade Leads UK will review available records, communications, lead details, quote information and delivery evidence.

4

Trade Leads UK may offer clarification, correction, replacement, credit, further work or no action depending on the circumstances.

5

Both parties should try to resolve disputes commercially before taking formal action.