**MEDWAY ESCALATOR SERVICES Ltd.**

**Unit 15 Neptune Close, Strood, Kent, ME2 4LW**

**T: 01634 727103** **mesoffice@mesltd.uk**

Customer complaints

As a company, we pride ourselves on a job well done, but should you be unhappy with any aspect of the service we have provided you with, we would welcome your feedback. Customer satisfaction is at the forefront of our company ethos and we would appreciate the opportunity to remedy any dissatisfaction.

Any complaints can be made by telephone, email or by using the below form. Please provide as much information as possible to allow us to thoroughly address your concerns.

All complaints will receive a response within 5 working days.

**Complainant information**

Your name:

Your company name:

Your contact details: Telephone

 Email

 Address

**Complaint Information**

Date on which the complaint arose:

**Part 1:**

Please select 1 item from Part 1 and then go to Part 2.

What is the nature of the complaint? (Please tick relevant box and add further information where requested).

[ ] Works carried out – please give site address

[ ] Engineer – Please give the name of the engineer if known.

[ ] Parts supplied – Please give description of parts and when they were supplied.

[ ] Other: Please provide a brief description of the complaint.

**Part 2:**

Please provide full details of the complaint.

Any other information that may be useful

Please confirm how you would like to receive a response

[ ] Phone

[ ] Email

[ ] Post