

Complaints and Dispute Resolution Policy



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1. Policy statement

Pod Point is committed to providing exceptional customer service. While we make every effort to ensure customer service is superior, sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

2. Complaints Procedure

Pod Point takes complaints very seriously and in the first instance all complaints should be made via the following channel:

By email to: **complaints@pod-point.com**

2.1 We will respond to your email within 7 working days to let you know that your query is being investigated by the correct team.

2.2 Our dedicated Customer Experience Team will begin a full and thorough investigation into your query. The timescales around this investigation may vary depending on the issue.

2.3 A member of our Customer Experience Team will follow up by email or phone within 14 working days of our first response to outline our findings or gather further information to allow us to conclude.

If you are not satisfied with the outcome of your complaint please let our Customer Experience team know so that we can arrange for this to be reviewed by a member of the management team. We will then respond to you by email within 14 working days of receiving your request with a final decision and an explanation of our findings.

We hope that we can find a suitable resolution to your complaint, however if you are still not satisfied once our complaints procedure has been exhausted, you can seek advice about your legal rights from your local Citizens' Advice Bureau or Trading Standards office, visit the **Citizens Advice website** <http://www.adviceguide.org.uk> or call **03454 04 05 06**.