

# Delivery, Service or Product Complaints Procedure

## DELIVERY OR SERVICE COMPLAINTS

Although complaints are very rare, if you are not completely satisfied with any aspect of our service, we welcome your feedback. Please call our Customer Care Line on 01284 717692 and we'll do our best to fix any problems you may be having with our service as soon as possible. You may prefer to send us an email, please send your complaint to [info@hanadirect.co.uk](mailto:info@hanadirect.co.uk).

## PRODUCT COMPLAINTS

If your complaint is regarding our product then we aim to get back to you within one working day. In order for us to assist with your complaint we would ask the following:

- That you are clear as to the nature of your complaint.
- That you keep the pack of the product that is affected as depending on the nature of your complaint we may need to see the product and will require this to be sent back to us. We will send you a return label to use if this is required.
- That you let us have the details of the batch number and the expiry date.

We will log all complaints we receive so that we can monitor the types of problems, the best way to resolve them and how long we are taking to deal with them.

If, at completion, you still remain unsatisfied with the outcome or the way your complaint has been dealt with, the following organisations may provide independent advice and support. This can be done at [www.cqc.org.uk](http://www.cqc.org.uk) or by telephone on 03000 616161. Alternatively, you can contact them in writing at Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.

