



Clearmark Customer Complaints Handling Procedure

A Guide for Customers

Clearmark is committed to delivering customer satisfaction as a priority. Any issue that compromises this will be addressed as fully and promptly as possible.

Although we will endeavour to resolve specific customer problems at the time they take place, there may be occasions when it may be necessary for customers to have a formal procedure for filing complaints.

What is a complaint?

Clearmark's definition of a complaint is:

"An expression of dissatisfaction by one or more customers about Clearmark's action or lack of action, or about the standard of service provided by or on behalf of Clearmark".

What can I complain about?

A complaint may relate to:

- Delays in responding to your enquiries and requests
- Failure to provide a product or service
- Our standard of product or service
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

This list does not cover everything. Your complaint may involve more than one service provided by Clearmark or someone working on our behalf.

How do I complain?

The procedure for filing complaints begins with the customer reporting their issue to Clearmark by email, letter, telephone or via our online complaints form:

Email: FAO Customer Service Manager: aftersales@uk.interactivecoding.com

Letter: Customer Service Manager, Clearmark Solutions Ltd, Olympic House, 1 Willow Drive, Sherwood Park, Nottingham, NG15 0DP

Telephone: 01159 640144

Online complaints form: Please [click here](#)

When reporting your complaint, please tell us:

- Your full name, job title, company name, email address, telephone number and address
- As much as you can about the complaint
- What has gone wrong
- How you would like us to resolve the matter

How long do I have to make a complaint?

To ensure a prompt and effective resolution, please report a complaint quickly and directly via the methods previously listed.

What is the process within Clearmark for managing complaints?

The complaint will be recorded and handled by a Customer Service Coordinator and/or the Customer Service Manager who will communicate with the customer to address the complaint directly and to inform the customer who is dealing with the complaint.

Our complaints procedure has two stages:

Stage one - Frontline resolution

We aim to resolve complaints quickly and agree with the customer on the action that should be taken to resolve the problem. We will give you our decision at Stage 1 within five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or within an agreed timeframe after you get our initial decision.

Stage two – Investigation

Stage 2 deals with complaints that have not been resolved at Stage 1 or those that are complex in nature and require detailed investigation.

When using Stage 2 we will acknowledge receipt of your complaint within three working days and provide you with a full response to the complaint as soon as possible and within twenty working days.

How do Clearmark track complaints?

A complaint will be logged in our CRM system within the customer account details. All additional communication will also be logged within the customer account in our CRM system.

What if I am still dissatisfied?

If the complaint remains unresolved to the satisfaction of the customer after the complaints procedure has been followed, an external officer can be appointed to act as an intermediary between the customer and Clearmark.

Following an agreed course of action with the officer, Clearmark management will notify in writing as to the suggested steps to resolve the complaint.