

Complaints Policy

At Stratcom UK, we are committed to providing a high standard of service in all our interactions. If you are unhappy with any aspect of our work, we encourage you to let us know so we can address your concerns promptly and fairly.

How to Make a Complaint

You can contact us via:

- **Email:** hello@stratcomuk.com
- **Phone:** 0 203 695 1663

When making a complaint, please provide as much detail as possible, including:

- Your name and contact details.
- The nature of your complaint.
- The date and time of the incident (if applicable).
- Any other relevant information.

Please include information to help us identify you and the call made to you: as a minimum we require your name and telephone number and the date the call was made.

What Happens Next

1. Acknowledgment:

We will acknowledge your complaint within 3 working days of receipt.

2. Investigation:

Our Training & Quality Manager will investigate your complaint thoroughly.

3. Response:

We aim to resolve most complaints within 10 working days. If more time is needed, we will keep you informed about the progress of your complaint.

4. Outcome:

Once the investigation is complete, we will inform you of the outcome and any actions we have taken to address your concerns.

We value your feedback and view complaints as an opportunity to improve our services

