

CUSTOMER FEEDBACK POLICY

Policy Statement

The purpose of this policy is to provide a clear statement of intent regarding Balmoral Tanks' assessment, handling and response to customer feedback.

Balmoral Tanks welcomes feedback on our operations and are committed to delivering a transparent and effective process for handling all feedback. We are passionate about offering world class service and value the opportunity to listen to your feedback so we may continually improve our business.

Please let us know your feedback on the service we have provided. Whether it be a compliment when we exceed your expectations or a complaint in the unlikely event that our service is below your expectations, we would love to hear your views.

Scope

This policy applies to all staff (meaning permanent, fixed term, temporary staff, any third-party representatives or sub-contractors, agency workers, volunteers, interns and agents engaged with Balmoral Tanks in the UK or overseas) receiving or managing customer feedback.

Definitions

Compliment

An expression of satisfaction, thanks or praise made to Balmoral Tanks regarding its product, service, process or people.

Complaint

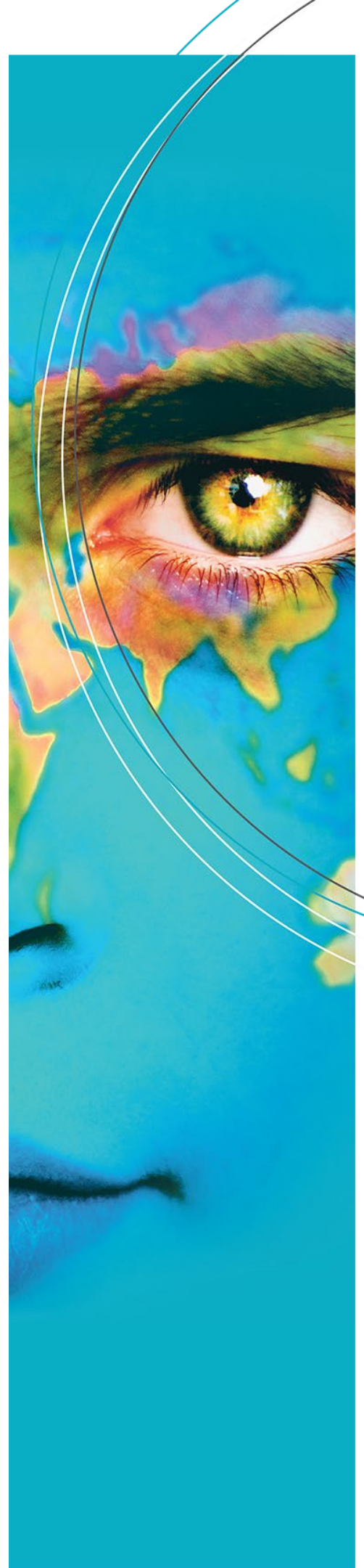
An expression of dissatisfaction made to Balmoral Tanks related to its product, service or processes (including the complaints handling process itself).

Comment

Feedback related any part of Balmoral Tanks' product, service, organisation, website, etc.

Customer

A person or organisation that provides feedback regarding a product and/or service supplied to them by Balmoral Tanks.



Timeframe

Subject to our privacy notice, Balmoral Tanks aims to acknowledge all complaints within 1 working day.

(Where a working day is as per the UK calendar and excludes Bank Holidays, Public Holidays and Balmoral Facility Annual Shutdowns)

How to provide feedback

- Website www.balmoraltanks.com/feedback
- Email to tanks-website@balmoral.co.uk
- By phone
 - Epoxy and GFS tanks +44 (0) 1226 340 370
 - GRP and cylindrical tanks +44 (0) 1443 235 170

Information that will help us deal with your feedback

In order to respond effectively to your feedback, please provide as much of the below information as possible when you contact us:

- Your Name
- Your Organisation (if appropriate)
- Phone number (including country and dialing code)
- Email address
- Your feedback details
- Requested remedy (if appropriate)
- Photographs of the issue (if appropriate). Please include batch number, ID plate or other markings where possible

Process

As per process in Appendix 1

Notes

- All feedback is recorded within our customer feedback recording system, will be treated confidentially and in line with the Balmoral Tanks privacy policy [here](#). Feedback will be reviewed and monitored to identify and implement improvements for our stakeholders.
- A complaint does not affect any legal rights a party may otherwise have under contract or otherwise available in law.

Appendix 1

Customer Feedback Process – BT.Q.028

