

# Complaint Handling Policy Template

Show customers how to complain and how you will respond

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## Complaint Handling Policy

We want every customer to be satisfied. This policy explains how to make a complaint, how quickly we will respond and what to do if you are not happy with our answer. Replace the highlighted fields with your own details.

Shop name:

Last updated (date):

### How to make a complaint

You can contact us using any of the details below. Please tell us your order number, what went wrong and what you would like us to do.

Email address for complaints:

Postal address:

Telephone number, if any:

### What happens next

- We will acknowledge your complaint promptly.
- We will look into what happened and keep you informed.
- We will give you our answer and, where appropriate, a resolution.

### Our response times

Time to acknowledge your complaint:

Time to give a full response:

### If you are not satisfied

If our first response does not resolve your complaint, please let us know and we will escalate it for a further review.

Who handles escalated complaints (name or role):

## Independent dispute resolution

If we cannot resolve your complaint between us, you may be able to use alternative dispute resolution (ADR). The European Commission provides an Online Dispute Resolution (ODR) platform for online purchases, and your country may have a national ADR body that can help.

National ADR body we are willing to use, if any:

This template is a general starting point and is not legal advice. The availability of the EU ODR platform and ADR schemes can change, so confirm the current position for the countries you sell to.