

## Just Care Products Ltd Customer Complaints Procedures

Just Care Products Ltd prides itself on providing affordable items that customers can use in the home. Our mission is to keep our customers as independent as they can be and we ensure that the items we sell are of good quality.

Just Care Products Ltd likes to ensure that its customers are happy with the product(s) they have purchased, as well as receiving good quality customer service - but there may be times when we fall short of our commitment and as such, we have laid out our policy for Complaints.

### Complaints

Just Care Products Ltd care passionately about our customers and will always try to give good customer service throughout our relationship with customers (including if a customer needs to complain). The Shop Manager is able to make decisions but will often defer to the owners if complaints are more complicated.

As a business we belong to the BHTA (British Healthcare traders Association) and adhere to their code of practice. We will endeavour to resolve any issues in a timely manner, normally not exceeding and within a 5 Working Day period **(1)**

If you have a complaint (rather than wishing to return an item) please follow the following procedure.

1. Come in or call /email **(2)** and calmly state what the complaint/issue is that you have.
2. If the complaint is complicated please be prepared to allow the person with whom you are speaking to consult with her manager (or joint owner in the case of one of the owners being the person to whom you are speaking). Sometimes things take a bit of consultation to resolve.
3. Please bring in any evidence of the problem you are seeking to resolve as this will greatly assist a resolution.
4. If you are not happy with the decision the company has made – you can contact the Office of Fair Trading on 686500 or the BHTA at [www.bhta.com](http://www.bhta.com).

**(1)** We are not open on weekends or Bank Holidays and would not consider Saturday or Sunday, Bank Holidays to be a working day)

**(2)** Contact details for Just Care Products Ltd Tel: 01624 627177 or email [shop@justcareproducts.co.uk](mailto:shop@justcareproducts.co.uk) We are open Mon-Thurs 9-5pm and on a Friday 9-6pm.

**IT IS THE POLICY OF JUST CARE PRODUCTS LTD THAT WE AND OUR STAFF WILL NOT TOLERATE ANY AGGRESSIVE BEHAVIOUR. IF SUCH BEHAVIOUR IS BEING EXHIBITED – WE RESERVE THE RIGHT TO ASK THE PERSON TO LEAVE THE PREMISES, AND IF NECESSARY, THE POLICE WILL BE CONTACTED.**

**PLEASE BE ADVISED THAT CCTV IS IN PLACE FOR THE PROTECTION OF OUR CUSTOMERS AND OUR STAFF.**