

your future is with . . .

personal and business development specialists



COMPLAINTS PROCEDURE

We hope that you are fully satisfied with the service that you receive from us. However, despite our best efforts, there may be occasions when we make mistakes or what we deliver doesn't meet your requirements.

If you have a serious concern or a formal complaint, in the first instance please discuss the matter with a member of the ESA team. It may be possible to rectify the situation there and then.

Should you still wish to proceed with your complaint, we would like to know about it as quickly as possible so that we can put things right.

Please contact us by telephone, letter, fax or e-mail at the following address:

ESA Business Development Ltd
Mexborough Business Centre
College Road
Mexborough
Nr Doncaster
S64 9JP

Freephone: 0800 6199 155

Fax: 01709 579020

E-Mail: info@esaonline.co.uk

Your complaint will be acknowledged within 5 working days of receipt.

Your complaint will be investigated and we will provide a written reply within a further 5 working days.

If, upon receiving our reply, you are still not satisfied please contact us again and we will discuss the matter further with you. If further investigation is required you will be kept fully informed.

OPEN FEEBACK POLICY

How are we doing?

What did you like and why?

What didn't you like and why?

What would you like to see and why?

We are always looking to modify and improve our services. We want totally satisfied customers who benefit directly from what we do for them.

Please let us have your comments and feedback at any time.

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