

## Complaints Procedure

I run a completely personalised service so hopefully you will enjoy the premium service that I offer. However, if you feel that you wish to make a complaint there are a couple of options available to you which are detailed below.

I take any complaint very seriously, so please be rest assured that your complaint will be dealt professionally and in a timely manner.

Making an Informal complaint.

If you would like to raise an informal complaint about any aspect of my services, please contact me by phone 0800 644 1986 or email [andy@andycollinsdj.com](mailto:andy@andycollinsdj.com) so that we can discuss your complaint in more detail. I will listen to your concerns and together agree a mutual resolution to your complaint.

If an amicable resolution cannot be met, you may escalate your complaint to a formal complaint.

## Raising A Formal complaint.

Formal complaints must be made in writing. I cannot unfortunately deal with formal complaints over the telephone. If you would like to raise a formal complaint, please raise your concerns to:

Customer Relations  
Andy Collins Wedding DJ  
33 Cunningham Road  
Swindon  
Wiltshire  
SN2 1PR

Your complaint will be acknowledged and replied to within 3 working days. If the complaint is complex and cannot be dealt with immediately, I will contact you with a time scale of how long it should take to respond. I will keep you informed at every step of the process.

If an amicable resolution cannot be resolved, I will issue a clear explanation in writing. It is also within your right to contact your local trading standards service should you wish to do so.