

Complaints Procedure

The purpose of this process is to monitor, measure and take appropriate corrective action from customer complaints.

Complaints or feedback can be filed with 1st Machine Tool Accessories Limited via any of the following channels:

In writing to: 1st Machine Tool Accessories Limited
 Unit 1
 The Headlands
 Downton
 Salisbury
 Wiltshire
 SP5 3JJ

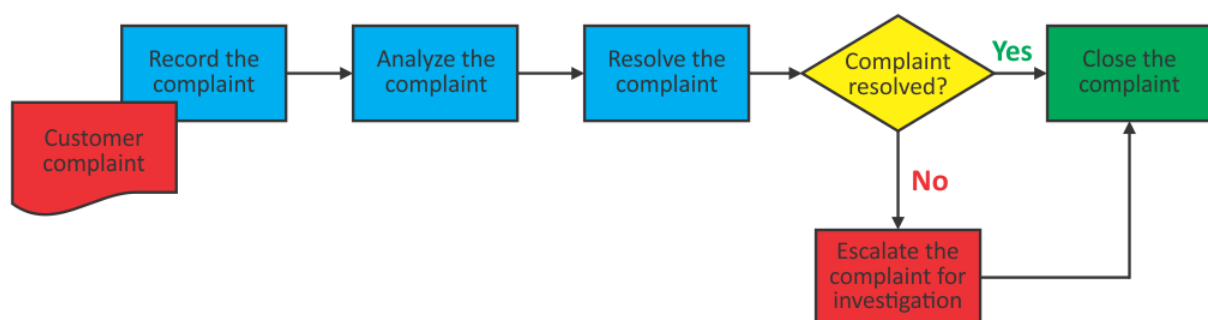
By telephone: 01725 512517

By fax: 01725 512529

By e-mail: enquiries@1mta.com

Via the website: www.1mta.com and please use the “Contact Us” tab

On receipt of the complaint/feedback 1st Machine Tool Accessories Limited will following the process map below and will respond via the same channel as the original filing or in writing if preferred.



Every effort will be made to respond to the initial complaint/feedback within 48 working hours, however, if sometimes investigation will take longer than this but the customer will be kept informed at all stages.