

C. Brewer & Sons Limited Complaints Policy

1. Purpose and Scope

This policy sets out the procedure for handling complaints made by customers of C. Brewer & Sons Limited trading as Brewers, Brewers Decorator Centres, Paintwell, Promain UK or The Paint Pot Colour Centre ("Brewers").

The purpose of this policy is to ensure that all customer complaints are dealt with promptly, fairly, and consistently.

2. Policy Statement

We are committed to supplying high-quality products and excellent customer service. We recognise that, from time to time, customers may wish to raise concerns or complaints. All complaints will be handled in accordance with this policy.

3. How to Make a Complaint

You can raise a complaint in any of the following ways:

- **In person:** by speaking to the manager of the store where you made a purchase, collected goods purchased online or otherwise where any issue occurred;
- **By phone or email:** by contacting the Customer Service team using the contact details in Section 8 of this policy;
- **By letter:** sent to the address set out in Section 8 of this policy.

Please provide as much detail as possible, including:

- Date and location of the purchase or issue;
- Description of the issue;
- Any supporting documents (e.g. receipts, photographs);
- Your contact details.

4. Complaint Handling Procedure

- **Acknowledgement** – The complaint will normally be acknowledged within five working days of receipt.
- **Investigation** – A full review will be carried out by the appropriate manager or the Customer Services team.
- **Response** – A written or verbal response will normally be provided within fifteen working days. If a longer investigation is required, we will let you know.
- **Confidentiality** – All complaints will be handled confidentially and in accordance with data protection requirements.

5. Escalation Stages

If you are not satisfied with the response you receive at any stage, your complaint may be escalated as follows:

Stage 1: Store or Customer Services

The initial complaint should be made to the relevant store or Customer Service team as set out in Section 3 above. Most matters are resolved at this stage.

Stage 2: Regional Manager

If you are dissatisfied with the response you receive, please confirm this in writing including your reasons. Your complaint will then be referred to the relevant Regional Manager, who will review the matter and provide a further response.

Stage 3: Legal Director or Commercial Director

If your complaint cannot be resolved by the Regional Manager, you may request a final review by the Legal Director or Commercial Director. Their decision will be final within Brewers.

6. Record Keeping and Monitoring

All complaints and their outcomes are recorded and retained (subject to limitations imposed by data protection legislation) for legal and monitoring purposes.

7. Your statutory rights

Nothing in this policy affects your statutory rights.

8. Brewers Customer Service Contact Details (for Brewers, Paintwell, Promain UK & The Paint Pot Colour Centre)

Telephone: 01323 576555

Online: Please use the contact form at brewers.co.uk/contact

By post: Customer Services
C. Brewer & Sons Limited
Albany House
Ashford Road
EASTBOURNE
BN21 3TR