



workflowsolutions

Workflow Solutions Complaints Procedure

As a small company your queries and requests will be dealt with as fast as possible, usually within 2 working days. If the request is likely to take over 2 working days we will endeavour to communicate that to you and to estimate when your request will be dealt with.

We work closely with clients, and most clients will have a direct personal relationship with us and so can also query us face to face.

In the event of a concern or complaint about our services, please telephone our Helpdesk on 01322 787080, which is manned Monday to Friday 9.00am to 5.30pm. Alternatively you can email the details to info@workflowsolutions.co.uk.

We will acknowledge receipt of your complaint within 2 working days and aim to reach resolution within 10 working days. If however, the issue is more complex and requires more time to resolve, we will update you accordingly.

If we do not hear from you 21 days after our response we will assume the matter is closed.

You may feel that the response you received was unsatisfactory, and if this is the case you should escalate it to the company directors, either by email to complaints@workflowsolutions.co.uk or by post.

Our postal address is:
Workflow Solutions
City Arms House
125 – 127 London Road
Stone, Dartford
Kent
DA2 6BH

Finally, if you are suffering abuse from our service, then please email abuse@workflowsolutions.co.uk