

Complaints Process

At CorrMed, we highly value customer satisfaction and take all complaints regarding potential faults in our products seriously. As a small business, we understand the significance of addressing customer concerns promptly and effectively. Our complaints process is designed to be efficient, fair, and proportional to the scale and nature of our operations.

Our process is as follows:

1. **Complaints submission:** Customers can report any potential faults or issues in the construction of our products to our customer service email or phone line.
2. **Complaint assessment:** Once a complaint is received, our Office Manager will undertake a thorough assessment of the reported issue. They will gather all necessary information, including details of the fault, when and where the product was purchased, and any other pertinent information to assist in the investigation.
3. **Internal escalation:** If the initial assessment identifies a potential fault, the complaint is then escalated to our Design Team, depending on the nature of the issue. They will conduct a comprehensive analysis to determine the cause and extent of the fault.
4. **External escalation:** Subject to the outcome of our initial assessment, where necessary we will make referral directly to the manufacturer for their assessment.
5. **Resolution and communication:** Based on the findings of the analysis, we will promptly communicate the resolution to the customer. This could range from offering a replacement, repair, refund, or another suitable solution, depending on the severity and nature of the fault.
6. **Record keeping and learning:** Every complaint and its resolution are recorded in our database. This documentation is essential for monitoring trends, identifying recurring issues, and implementing preventive measures to enhance our products and services continually.
7. **Feedback and improvement:** We greatly value customer feedback and take it as an opportunity for growth and improvement. We encourage customers to provide feedback on the resolution process and the overall experience. This feedback loop helps us to refine our processes, address any shortcomings, and ensure a better experience for our customers in the future.

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