



Feedback & Complaints Handling Policy

Feedback and complaints need to be notified to Toucan Internet LLP in writing and this includes by email.

All contact points are available on our website at www.toucanweb.co.uk

As we are a small enterprise, we can offer a very reassuring and personalised process as every complaint is managed on its merits and addressed by one or all of the LLP's partners.

We will:

- listen to you and record all the facts and details of the complaint. We will check that you have understood and recorded the details of the complaint correctly
- ask the client what response they are seeking; it could be remedial action, apology etc.
- decide if the request is reasonable
- aim to resolve the complaint quickly and advise estimated time to completion. If this takes longer, we will keep the client appraised of progress
- ensure that the issue is resolved and will follow up to ensure the matter is satisfactorily concluded.

We believe every client demands respect and fair, honest support.

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