

## Complaints Policy

This policy tells you how to make a complaint about Scorpion Disco.

If you have used the services of Scorpion Disco and have a complaint, please send full details of your complaint via email to the following address:

Email: [complaints@scorpiondisco.co.uk](mailto:complaints@scorpiondisco.co.uk)

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of services.

### **How to make a complaint?**

If during the event you need Brendan to do something or do it differently, then talk to the Brendan in person. If what you need is possible then this is the quickest and most efficient way for Brendan to help you.

You could also make a written complaint. The address for written complaints is at the bottom of this policy. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing.

Complaints will be handled as soon as possible upon their receipt. All communications will be in email form so both parties have a full written record of the complaint and subsequent communications.

### **Who to contact to make a complaint?**

Complaints will usually be handled by Samantha Luesley. Useful contact details have been included at the bottom of this policy.

If you are unhappy with the outcome then further advice and complaints about a business should be directed in the first instance to the Citizens Advice Consumer Service on 03454 040506 ([www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)) who will share the details with the Trading Standards Service in your area.

You can also refer the matter to our 3rd party arbiter, Mobile DJ Network, whose code of conduct we adhere to. Our membership number is – **MDJN-00000-30030**

Their details are:

Mobile DJ Network

Website: [www.mdjn.uk](http://www.mdjn.uk)

### **Questions or queries about this policy**

If you have a general query about this complaints policy, please send an email to [complaints@scorpiondisco.co.uk](mailto:complaints@scorpiondisco.co.uk) or send a letter to the follow address:

Samantha Luesley

T/A Scorpion Disco

Cotswold, Furnham Crescent, Chard, TA20 1AZ