

Listen, help, resolve: Lemon Computing's customer complaints and feedback procedures

We are committed to ensuring that all our customers receive the best possible service from Lemon. However, we recognise that, sometimes, some of our customers experience problems.

We also recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.

To all customers who raise issues with us:

- We will listen to you, and make every effort to understand the reasons for your complaint. We care about why you are dissatisfied.
- We will endeavour to resolve your problem at your first point of contact.
- We will take ownership of your complaint to ensure resolution.
- We will offer fair solutions quickly.

We also welcome positive feedback from customers about our services and staff.

How do I complain or give feedback to Lemon?

- **Informal procedures**

If you have a named contact in Lemon, make your initial complaint or give your feedback to them. If you don't have a named contact, our Customer Services Department will do their best to resolve your complaint there and then.

If your complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

- **Formal procedures**

Formal complaints and feedback can be made in writing, by fax, or by e-mail, to any member of Lemon staff. Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint within two working days.

Our target will be to provide you with a considered response within 10 working days of receiving your complaint.

If for some reason we cannot resolve the matter within 10 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give you a full reply.

What if I'm unhappy with Lemon's response to my complaint?

If you are unhappy with the response we make to your formal complaint, please write, within one month, to the Customer Services Manager. (Contact details at the bottom of this page.)

The Customer Services Manager will review your complaint and our response to you on behalf of our Managing Director. A reply will then be sent to you within 10 working days.

Contact details:

Lemon Computing Ltd
Unit 9, 26-28 Priests Bridge
LONDON
SW14 8TA

Telephone: 020 8878 2138
Facsimilie: 020 8878 2163
Email: customerservice@lemon-computing.com

