

# Customer Complaint Statement

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## Our aim

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Elevated Aspirations Ltd® recognises that at times mistakes can be made. Whilst Elevated Aspirations Ltd® endeavours to reduce or stop mistakes from happening when they do they happen we acknowledge they can be a source of frustration and anger.

In order to redress mistakes and to repair good customer relations Elevated Aspirations Ltd® has a complaints procedure that will deal with complaints seriously and with sensitivity, allowing proper redress when appropriate.

Elevated Aspirations Ltd® recognises good customer care is fundamental to its business. Good customer care will be based on respect for customers and their views and wishes.

Elevated Aspirations Ltd®'s objectives in providing good customer care will be to:

- ✓ Promote the delivery of high quality services
- ✓ Listen to the views of customers
- ✓ Respect customers at all times
- ✓ Respond to customers' individual needs
- ✓ Ensure staff behave courteously at all times
- ✓ Provide clear information about our services
- ✓ Respect your right to complain
- ✓ Ensure we are accessible to receive your complaint