

## Complaints Procedure

At Service Corporation we do everything we can to ensure clients, customers and suppliers receive the best possible service.

If you are unhappy with the level of service we have provided, please contact us to discuss your concerns and we will do our best to resolve the matter.

If you wish to make a formal complaint, please follow the procedure below.

Our aim is to resolve all formal complaints within 10 working days.

### Procedure

1. If you wish to make a formal complaint, you can do so by email or by writing to the address below.
2. We will acknowledge your complaint when we receive it.
3. We will provide a full response within 10 working days, or let you know if we require more time to investigate the situation.
4. If you are not happy with our response, please let us know. We will then escalate the complaint to the Managing Director of Service Corporation who will consider it and respond to you again.

### How to contact Service Corporation

**Telephone:** 0844 665 247 1

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

**Post:** Service Corporation Ltd, 18 Stoke Road, Slough, Berkshire, SL2 5AG