

# Customer Complaints Procedure

## Our Commitment

At tepeo, we care a lot and take nothing for granted when it comes to customer experience. However, we recognise that sometimes things may go wrong. If you are not satisfied with any aspect of our products or service, we encourage you to let us know so we can put things right and improve for the future.

## How to Make a Complaint

You can submit your complaint by any of the following methods:

**Email:** [customer.service@tepeo.com](mailto:customer.service@tepeo.com)

**Phone:** 020 7072 5540

**Online:** <https://www.tepeo.com/contact-us/>

To help us investigate and resolve your complaint quickly, please include the following information:

- Your name and contact details;
- A clear description of the issue;
- Relevant dates, times, and any supporting documents or photos; and
- What you would like us to do to put things right.

## What Happens Next

### 1. Acknowledgement

We will acknowledge your complaint automatically via email and will be in touch within 2 working days of receipt to confirm next steps.

### 2. Investigation

One of our dedicated customer support team will fully investigate your complaint. This may involve contacting you for further information or discussing the issue with relevant team members.

### 3. Resolution

We aim to resolve all complaints as quickly as possible, but complex issues may take up to 8 weeks. We will keep you informed of progress and provide an expected resolution timeframe.

### 4. Outcome

Once we've completed our investigation, we will confirm the outcome and any actions we are taking via phone and in writing via email.

## Continuous Improvement

All complaints are logged and reviewed regularly to help us identify areas for improvement and ensure we are delivering the best possible products and services to our customers.