



Consumer Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Consumer 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 consumer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

How to complain:-

Groupe SEB would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact us via our Helpline number 0345 602 1454.

If you make contact by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and either email us by visiting our Contact Us page to create a case via the brand website that is concerned. You can find these on:
<https://www.groupeseb.co.uk>. Or send a letter to:

Customer Relations Department
 Groupe SEB UK Ltd
 Botanica
 Ditton Park
 Riding Court Road
 Datchet
 SL3 9LL

What Happens Next?

Complaints via telephone:

A case will be created and a reference number given to you.

We will endeavour to resolve your complaint straightaway. If necessary, the complaint will be escalated to our management and a response given within 5 working days.

.../...

Complaints via email or letter:

You will receive an acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. A case will be created and a reference number given to you.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

In all cases, a complaint will be given full and fair consideration.

Damages and/or injuries

If your complaint concerns a product that has been involved in any damage or injury, we will need to arrange to examine the product in order to establish whether or not the product suffered a manufacturing defect or not.

Only after an examination has taken place and we have the engineer's conclusions will we be able to comment on the incident and offer an appropriate resolution.

Depending on the nature of the incident and particularly if an injury was involved, we may have to consult our insurers who may then contact you to resolve the issue.

Can you take your complaint elsewhere?

Yes. You can contact Trading Standards via their website:
www.citizensadvice.org.uk/consumer/protection-for-the-consumer/

Alternatively contact their Consumer Advice helpline on 03454 04 05 06.