**Complaints Procedure**

**Last Updated: May 2025**

At EnterTec Limited, we are committed to providing a high standard of service. However, if you are dissatisfied with any aspect of our services, we encourage you to let us know so we can resolve the issue effectively.

**How to Make a Complaint**

You can submit a complaint by:

* Completing our Online Complaints Form (see below).
* Emailing us at accounts@entertec.co.uk
* Writing to us at:

EnterTec Limited

Unit 14, Triangle Business Park

Quilters Way

Stoke Mandeville

Buckinghamshire

HP22 5BL

**What Information to Include**

To help us address your complaint efficiently, please provide:

* Your full name and contact details.
* A clear description of the issue.
* Any relevant dates, times, or locations.
* Supporting evidence (if applicable).
* Your preferred resolution (if any).

**What Happens Next?**

**Acknowledgment:** We will acknowledge your complaint within 5 working days.

**Investigation:** We will review the complaint and may contact you for further details.

**Response:** We aim to provide a full response within 10 working days. If further investigation is required, we will inform you of the expected timeline.

**If You Are Not Satisfied**

If you are not satisfied with our response, you can request a review by emailing accounts@entertec.co.uk.

**Confidentiality & Data Protection**

All complaints are handled confidentially and in accordance with our Privacy Policy.

**Complaints Form**

**Your Details**

Full Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Complaint Details**

Date of Incident: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Location (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of the Issue:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Supporting Evidence (if any): *Attach files or photos (if submitting online)*

Preferred Resolution (optional):

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**Consent:**

I confirm that the information provided is accurate and agree to the processing of my data in line with the Privacy Policy.

[Submit] (For online forms)