

AA Global Language Services

Customer Care and Complaints Procedure

At **AA Global** we endeavour at all times to deliver a professional, caring and courteous service to all our customers.

If you feel we have not lived up to this promise or if you feel we can improve or enhance our existing services we would like to hear from you.

If you have a comment to make regarding our service you can email, phone or visit us at any time at the address below. Your comment is important to us and you will receive a written response.

What will happen when you complain?

While we work hard to provide a high quality service to our customers, we are aware that sometimes you may feel you did not receive as good a service from **AA Global** as you expected. As a result, and in keeping with our standards, we have in place a Customer Complaints Procedure.

Our standards for dealing with complaints

- We will treat your complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications for your dealings with our organisation.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in the future.

Complaints Procedure

Stage one

If you are dissatisfied with any aspect of our service, please express this to the person with whom you are dealing who will try to help. If you prefer, please ask to speak to a manager who will also try to help as we aim to resolve all difficulties as quickly and efficiently as possible, and where possible, on the same day.

Stage two

If the first response is not satisfactory, you can write to or email the complaints officer at head office. We will investigate further and you will receive a response within 10 working days from when we receive your letter or email with a resolution or suggested resolution. We will also tell you the name of the manager of the department if you want to take your complaint further.

Stage three

If the second response is not satisfactory, you can then write to or email the Managing Director of the AA Global Group. The Managing Director will look into your case and make a detailed investigation. Again you will receive a response within 10 working days from when we receive your letter.

The address to write to is: AA Global, Global House, Blockhouse Close, Worcester, WR1 2BU
or email: info@aaglobal.co.uk