



Complaints Handling Policy

Our complaints procedure

Paul Storrie ("Paul") is a Director at the company and will deal with your complaint. If you are dissatisfied with any aspect of our service, we would ask if you could please communicate your views to Paul directly. This may be done verbally or in writing (by post, email or fax) using the contact information shown below. Alternatively, you may speak with any member of our staff and they will pass on a message to him.

If Paul is unable to immediately resolve the issue to your satisfaction, he will, within 5 business days, despatch a letter to you:

- In relation to all written complaints, acknowledging the complaint.
- In relation to all oral complaints, acknowledging the complaint and setting out his understanding of the complaint and inviting you to confirm in writing the accuracy of that statement.

If within the above timeframe, Paul has been able to fully investigate the matter; his initial letter will also detail the outcome of that investigation. If not, he will investigate the complaint and respond in writing within 4 weeks. If the investigation has still not been completed by that time, he will highlight the reasons for the delay and provide you with monthly updates in writing thereafter until he has finished researching the matter. In any event, upon eventual completion, he will detail in writing the outcome and options available to you.

All the above letters will be sent to you by recorded delivery/registered post. Upon receipt of the letter detailing the outcome to our investigation, you must respond to this within 8 weeks, failing which, we will consider the matter closed.

Using the above procedure does not prejudice in any way your ability to pursue your complaint through other channels:

- If your complaint relates to the supply of goods or services, you may complain to your local Citizens Advice Bureau or Trading Standards Office or take further action through the UK courts.
- If you have consented for us to hold any of your personal data and your complaint relates to our handling of that data, you may complain to the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. T: 0303 123 1113 (<https://ico.org.uk/>)

How to contact Paul

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