

Customer complaint form

Date submitted: / /

Date received by Menzies Representative: / /

Date returned by Menzies Representative: / /

Your details:

Name _____

Customer Number _____

Serving Branch _____

Address _____

Telephone Number _____

Email _____

Please write a description of your complaint in the space provided below:

Please indicate which area of our Service Pledge you feel has been compromised:

Deliveries – Timeliness

Deliveries – Quality

Documentation

Claims

Voucher Product

Unsold Product & Returns Collection

Order and Supply Management

Invoicing

Communication

i-Menzies.com

New Customer Supply Arrangements

Sub-retailing

Financial Arrangements

Added Value Services

Signed

Print name

Position (eg Owner, Manager)

Our Complaints Resolution Process

If you wish to raise an issue with us, just follow our simple, three-step process:

1. Informal discussion

- If you have a concern about any aspect of the service we provide you, contact us by phone or email and bring it to our attention.
- In the vast majority of cases, we can resolve our customers' issues at this stage.

2. Submit a Service Pledge complaints form

- If you aren't satisfied with the outcome of our informal discussions, you believe we have failed to achieve one of our Service Pledge standards and that failure is serious or persistent, you can submit an official complaint using our form, which appears on page 21.
- You can submit the form by:
 - Photocopying page 21 and posting the completed copy to Service Pledge Complaints, Menzies Distribution, 2 Lochside Avenue, Edinburgh Park, Edinburgh, EH12 9DJ.
 - Emailing a scan of your completed form to servicepledge@menziesdistribution.com
 - Completing our online form, via www.i-Menzies.com
 - Giving a verbal submission to a Customer Service Centre Advisor, who will submit it electronically on your behalf.
- We will respond to your submission on receipt and resolve the issue within a maximum of 28 days.

3. Refer your complaint to an arbitrator

- If you still aren't satisfied with the outcome of our complaints process, you can consider referring the issue to an independent arbitrator.
- To qualify for arbitration, your complaint must be about a subject covered by the industry regulation process, details of which can be found in the Press Distribution Charter (PDC). Refer to www.pressdistributionforum.com
 - The Customer Service Pledge does cover some issues which aren't included in the PDC - and these don't fall under the jurisdiction of the arbitrator.
- The arbitrator will ask for submissions from you and from Menzies, before reaching a decision within 14 days.