

Complaints policy

1. Introduction

At Smartbox, we are committed to delivering high-quality products and exceptional customer service. While we strive to provide customers with the best experience, we understand that sometimes issues arise, and we encourage customers to let us know. This Complaints Policy outlines how you can file a complaint and how it will be handled.

Our complaints process is part of our comprehensive quality management system, designed to promptly address formal complaints.

We take every complaint seriously. Each issue is logged, investigated, and resolved by the relevant teams, with oversight from our Group Board to ensure thoroughness and prevent future problems. We are committed to open communication and will respond to all complaints sensitively and promptly.

Your feedback is invaluable to us, helping us improve and continue providing the best service. We are dedicated to ensuring no one is left without a voice, and your feedback helps us serve the AAC community to an even higher standard.

2. Purpose

The purpose of this policy is to:

- Provide a clear and transparent process for customers to raise complaints.
- Ensure that complaints are handled promptly, fairly, and efficiently.
- Improve our products, services, and customer experience based on feedback.

3. Scope

This policy applies to all customers and stakeholders who wish to file a complaint about any aspect of Smartbox products, services, or business practices. It complements our internal process, which outlines the procedures for managing and resolving quality-related issues.

4. Policy statement

Customers can file a complaint by following the steps outlined below:

Step 1: Submit a Complaint Online

- Visit our Feedback Form page at www.thinksmartbox.com/feedback-form
- Complete the form with a clear description of the issue, including relevant order numbers, product details, and your contact information.
- Please provide as much detail as possible to help us resolve the issue efficiently.
- Information captured in the feedback form may be shared with the appropriate teams across the Smartbox Group, including Smartbox Assistive Technology Limited, Smartbox Inc, Smartbox Assistive Technology France, Talk To Me Technologies, LLC. REHAVISTA GmbH, LogBuk. You can find the full list of companies within the Smartbox Group in our privacy policy: <https://thinksmartbox.com/privacy-policy/>

Step 2: Acknowledgement of Complaint

- We will acknowledge receipt of a complaint within 2 working days.
- Customers will be provided with a reference number for their complaint and the name of the person handling the issue.

Step 3: Investigation and Resolution

- The complaint will be investigated in line with the procedures outlined in our complaints process, which ensures a structured, thorough, and fair approach.
- A representative of the Management Team will oversee the investigation process, ensuring consistent communication with the customer.
- We aim to resolve complaints within 30 days of receiving them. If additional time is needed due to complexity, the customer will be informed and updated.

Step 4: Response

- Following the investigation, a response will be sent to the customer detailing the findings and any actions taken to resolve the issue.

5. Escalation Process

If a customer feels their complaint has not been resolved satisfactorily, it may be escalated, using the reference number provided to:

- The Head of Department
- The Group Board in accordance with our Complaints Process

6. Continuous Improvement

Smartbox values customer feedback and uses complaints as an opportunity to improve. All complaints are reviewed to identify trends and implement improvements where necessary.

7. Confidentiality

All complaints will be handled with strict confidentiality. Information will only be shared with relevant parties involved in the investigation and resolution of the complaint.

8. Policy Review

This policy is subject to periodic review to ensure it remains effective and aligned with our internal process and any legal or regulatory requirements.

9. Contact Information

- Feedback Form: www.thinksmartbox.com/feedback-form
- Phone: +44 (0) 1684 578868
- Smartbox Hub: <https://hub.thinksmartbox.com>

Revision History

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