

# Steve Mitchell Wedding DJ & MC

## Complaints Procedure

If a client has an issue, they should in the first instance raise the issue with Steve Mitchell. .

Every effort will be made to resolve any matters.

Issues raised will be dealt with within the following appropriate framework:

- A Clients should put the complaint in writing . Any complaint will be discussed between client and Steve Mitchell. Steve Mitchell will meet with all parties involved to try to resolve the matter.
- B If the complaint cannot be resolved immediately, Steve Mitchell will investigate the complaint further and let the client know the outcome within 24hrs.
- C If the matter is not resolved to the clients satisfaction, then the complaint will be referred to the Manager of the venue, where further discussions will be made to resolve the matter.

At all points throughout these processes the client will be kept informed of progress.