Complaints Policy

ThenMedia Limited is committed to providing high-quality website design, hosting, and digital media services to all our customers. We value your feedback and take complaints seriously as an opportunity to improve our services. This policy outlines our procedure for handling complaints to ensure that all concerns are addressed promptly, fairly, and effectively.

This complaints policy applies to all clients, potential clients, and any third parties who interact with ThenMedia Limited in relation to our website design, website hosting, filming, photography and other related digital media services.

How to Make a Complaint

If you have a complaint about any aspect of our service, you can contact us in the following ways:

-Email: Send your complaint to complaints@thenmedia.co.uk
-Phone: Call our main office number at 01244 478727 during business hours (Monday to Friday, 9:00 AM – 5:00 PM).
-Post: Write to us at ThenMedia Limited, Charter Court, 2 Well House Barns, Chester Road, Bretton, Chester CH4 0DH.

Please provide the following information when making a complaint:

-Your full name and contact details.
-A clear description of your complaint.
-Any relevant documents or correspondence.
-The outcome you are seeking.

Our Complaints Process

Acknowledgment: We will acknowledge receipt of your complaint within two working days. We will provide you with the name and contact details of the person handling your complaint.

Investigation: Your complaint will be investigated by a senior member of our team who was not directly involved in the issue. We may contact you for further information or clarification during the investigation process.

Response: We aim to provide a full response within ten working days. If the investigation requires more time, we will inform you of the delay and the expected response date. Our response will include the outcome of the investigation, any action taken to resolve the issue, and, if applicable, any changes we will make to improve our services.

Escalation: If you are not satisfied with our response, you may request a further review by a director of ThenMedia Limited. This request should be made within 10 working days of receiving our initial response. The director will review your complaint and our response, and we will provide a final decision within ten working days of your escalation request.

Confidentiality: All complaints will be handled with confidentiality. Information about your complaint will only be shared with those who need it to investigate and resolve the issue.

Record Keeping: We will keep a record of all complaints, including details of the investigation and the outcome. This helps us monitor our performance and make improvements to our services.