

# [Customer Complaint Policy]

Balloo Hire Centres is committed to always providing the best possible service that we can. However, we realise that sometimes customers will feel that they have cause to complain about the service they have received. We encourage all feedback from customers, and we aim to resolve all complaints quickly, fairly and effectively.

Therefore, it is the policy of Balloo Hire Centres to:

- Aim to put things right quickly for our customers when things go wrong.
- Keep our customers informed of the progress of their complaint and the outcome of any investigation.
- Learn from each complaint to improve our future performance.
- Set performance targets for responding to complaints, and monitor our performance against these targets.

This policy will be available internally to all Balloo Hire Centres employees and also made available to our customers, suppliers and other interested parties on the company website.

Dan McCaffrey  
**Divisional Director**

*Reviewed January 2024*

*All hires and sales are subject to our standard terms and conditions available at [www.balloohire.com/terms](http://www.balloohire.com/terms)*

