



CFH Total Document Management Ltd

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## Postal Complaints Procedure

CFH Total Document Management Ltd and CFH Docmail aims to provide outstanding service, however it is recognised that issues can arise occasionally. CFH is committed to resolving any such concerns as quickly and efficiently as possible. If you have a complaint concerning the collection or delivery of a postal item the following section provides information on how to contact us, and outlines the procedure to follow.

### Step one: How to contact us

In the first instance please contact our Customer Support Team on 01761 416311 or email [docmailsupport@cfh.com](mailto:docmailsupport@cfh.com)

### Step two: Please write to us

If you feel that you have not received a satisfactory response from our Customer Support team, you may send your complaint in writing to:

Complaints  
CFH Total Document Management Ltd  
St Peters Park  
Wells Road  
Radstock  
Somerset  
BA3 3UP

Please provide as many details as possible including:

- The nature and circumstances of the complaint.
- Your name, company name (if applicable) and full contact details.
- The date on which the item was ordered and corresponding reference.
- The address to which the item was delivered or was intended to be delivered.
- Any supporting documents

### Step three: What we will do

On receipt of your complaint we will thoroughly investigate the issues raised and propose a course of action for resolution. You should expect to receive a response to your query within 14 days of us receiving your correspondence.

### Step four: Further Action

If you consider that we have been unable to resolve the issue, please contact The Postal Redress Service (POSTRS) which is approved by Ofcom (the communications services regulator).

POSTRS is a free, independent scheme run by IDRS Ltd and is designed to settle disputes between regulated postal service operators and its customers.

Please note that assistance from POSTRS can only be provided in the event that Steps One, Two and Three have been carried out.

POSTRS contact details:

POSTRS, 24 Angel Gate, City Road, London EC1V 2PT.

Website: [www.postrs.org.uk](http://www.postrs.org.uk)

