
GO SHOP LOCAL

COMPLAINTS POLICY & PROCEDURE

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Business Day”	means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the United Kingdom;
“Complaint”	means a complaint or adverse or critical comment about the services of Go Shop Local or the Go Shop Local App or a Go Shop Local Partner or a Go Shop Local Driver;
“Complaints Policy”	means this document;
“Complaint Reference”	means a unique number which may be assigned to your Complaint that will be used to track your Complaint;

2. Purpose of this Complaints Policy

- 2.1 We welcome and encourage feedback of all kinds from our customers. If you have a Complaint, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our business and the experience of users in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
- 2.2.1 to provide a clear and fair procedure for anyone who wishes to make a Complaint;
 - 2.2.2 to ensure that everyone working for or with us knows how to handle Complaints;
 - 2.2.3 to ensure that all Complaints are handled equally and in a fair and timely fashion;
 - 2.2.4 to ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to our App and any other services we provide or that are provided by Go Shop Local Partners and Go Shop Local Drivers in relation to the App.

- 3.2 Complaints can be submitted by anyone who uses the Go Shop Local App, including customers, Go Shop Local Partners and Go Shop Local Drivers. For the avoidance of doubt, for the purposes of this Complaints Policy, any reference to 'us', 'we' and 'our' and similar terms means only We Go Local Solutions Limited trading as Go Shop Local.
- 3.3 We cannot resolve complaints between you and Go Shop Local Partners that relate to their own products and services, but we are keen to ensure that Go Shop Local Partner provide the very best service possible and where you have had an issue with a Go Shop Local Partner, you may notify us through this complaints process. Please also tell us if you have a complaint about a Go Shop Local Driver.
- 3.4 Complaints may relate to (but not be limited to):
 - 3.4.1 the quality of customer service you have received from us, a Go Shop Local Driver or a Go Shop Local Partner;
 - 3.4.2 the behaviour and/or competence of a Go Shop Local Partner or Go Shop Local Driver;
 - 3.4.3 delays, defects or other problems associated with the sale of goods or provision of services;
- 3.5 The following are not considered to be Complaints and should therefore be directed to the appropriate person:
 - 3.5.1 general questions about goods and services;
 - 3.5.2 cancellations and returns;
 - 3.5.3 matters concerning contractual or other legal disputes with a Go Shop Local Partner or Go Shop Local Driver;
 - 3.5.4 formal requests to a Go Shop Local Partner for the disclosure of information, for example, under the Data Protection Act;

4. Making a Complaint

- 4.1 All Complaints should be made in writing or by e-mail using the details given from time-to-time on our website or by following the relevant link on the App.
- 4.2 When making a Complaint, please provide as much detail as is reasonably possible so that we can identify you and understand what has happened. Please also tell us what we can do to resolve your complaint.
- 4.3. Where your Complaint relates to the goods or services of a Go Shop Local Partner or Go Shop Local Driver, we may not be able to put things right as the obligations are with them, but we will take note of the issue and consider what further action may be taken against the relevant Go Shop Local Partner or Go Shop Local Driver.

5. How We Handle Your Complaint

Upon receipt of your Complaint, we will acknowledge receipt of it. We may then request further information from you and/or the person your Complaint relates to. After making further inquiries, we will then notify you of our decision and any action we propose to take.

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees' agents, and subcontractors who need to know in order to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes.
- 6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.