

CUSTOMER COMPLAINTS & FEEDBACK POLICY



THE PRINTWEAR COMPANY LTD

16 David Hobbs Rise
Market Harborough
Leicestershire
LE16 7YE

0800 464 7144

studio@printwearco.com
printwearco.com

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Customer Feedback

The Printwear Company Ltd values feedback as a key driver of performance improvement. Customers are encouraged to share opinions and experiences through surveys, project reviews, or direct communication. All feedback is reviewed during management meetings to identify improvement opportunities and to recognise positive performance.

Confidentiality and Fairness

All complaints and feedback are handled confidentially and without prejudice. Complainants are treated with respect and impartiality, and no individual will suffer retaliation for raising a concern in good faith.

Monitoring and Review

This policy and its associated procedures are reviewed annually to ensure ongoing effectiveness and compliance with ISO 9001 and ISO 10002 requirements. Performance indicators, including complaint volumes, response times, and resolution rates, are monitored and discussed at management review meetings.

Approved by:

A handwritten signature in black ink that reads "Robert Pharréll".

Robert Pharréll | Director

Date: 10/01/2026

