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## IN-HOUSE COMPLAINTS PROCEDURE

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At PINN Social Media Management, we are committed to delivering excellent service and maintaining strong relationships with our clients. If you are dissatisfied with any aspect of our service, we encourage you to let us know so we can resolve the issue promptly and fairly.

**1. Informal Resolution** - Where possible, we encourage clients to raise concerns informally by contacting their account manager or point of contact at PINN. Most issues can be resolved quickly through open and honest communication.

- **Email:** [support@pinn-socials.co.uk](mailto:support@pinn-socials.co.uk)

**2. Formal Complaint** - If the issue cannot be resolved informally or you feel it requires formal review, please submit a written complaint. This can be done via email or letter and should include:

- Your name and company (if applicable)
- Details of the issue, including relevant dates and any previous communication
- The outcome you are seeking

**Submit to:**

Louis Bremner – Operations Director

[Operations@pinn-socials.co.uk](mailto:Operations@pinn-socials.co.uk)

PINN Social Media Management, 45 Albemarle Street, Mayfair, London, W1S 4JL

**3. Acknowledgement** - You will receive written acknowledgment of your complaint within **3 working days** of receipt. We will provide the name of the person handling the complaint.

**4. Investigation** - We aim to investigate and resolve complaints within **10 working days**. This may involve:

- Reviewing communication and records
- Speaking with relevant staff members
- Gathering any additional information required

If more time is needed, you will be informed of the delay and given a new estimated timeline.

## 5. Outcome

Once the investigation is complete, we will issue a written response outlining:

- The findings of our investigation
- Any action we will take
- Any offer of resolution, if applicable