



## **BTA Complaints Procedure**

Should you wish to lodge an official complaint either as an individual or on behalf of your business we would be grateful if you would follow this outlined procedure:

By Phone.

Please call the BTA Office on 0208 871 4240.

By Post

Write to BTA Limited, 100 High Street, Wandsworth, London, SW18 4LA.

By Email

Please email [info@bta.com](mailto:info@bta.com).

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Your complaint should be addressed to either your Account Manager as detailed in your Welcome Pack or our Operations Manager. They will require details of the company you are calling from, your position in the company and details of the complaint. You should include as much information as you can i.e. people who you spoke to you, timings etc.

At this point your complaint will be noted against your customer record and BTA will then conduct an internal review of the complaint and will report back to you within 5 working days with a Complaint Report.

Should you be unsatisfied with the response there is a Customer Response Form on the back of the report that you can then complete and return FAO: The Managing Director. At this point your complaint will be discussed at a Senior Management level and a second response issued.