



Complaints Procedure

Updated 13/02/24

If you have used the services of Solar Entertainments and have a complaint, please send full details of your complaint via email to the following address:-

Email: solarentertainments@googlemail.com

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of services.

Complaints will be handled as soon as possible upon their receipt.

All communications will be in email form so both parties have a full written record of the complaint and subsequent communications.

If you have any queries regarding any of the information shown above, please email us at the address shown above.

Thank you.

Dave Cocker
Proprietor

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