



## **Customer Complaints**

We endeavour to ensure that our customers remain happy by providing the highest level of service possible. However, despite all our efforts, sometimes things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Services Team by email to [customerservice@sota.co.uk](mailto:customerservice@sota.co.uk)

You may also send your complaint to us in writing to:

Sota Solutions Limited  
300 Cornforth Drive  
Kent Science Park  
Sittingbourne  
ME9 8PX

One of our Customer Service Team will investigate your complaint and attempt to resolve it quickly and efficiently. You will be kept informed about progress at all times. If we do not resolve your complaint to your satisfaction, you may escalate the complaint further within our company.