Complaints Policy

Effective date: 1st November 2026

Blink Global Services Limited (company number 16703364), registered in England and Wales. Registered office: The Barns, Caverswall Common, Caverswall, Stoke-on-Trent, Staffordshire ST11 9EU. Trading address: Unit 6b, Phoenix Works, 500 King Street, Stoke-on-Trent, Staffordshire ST3 1EZ. Telephone: 01782 939079. Email: hello@blinkdigital.uk. Website: www.blinkdigital.uk.

1. How to complain

Email hello@blinkdigital.uk, call 01782 939079 or write to our trading address. Include your name, order or invoice reference, details of the issue and the outcome you seek. Please avoid sending unnecessary sensitive information.

2. Acknowledgement

We aim to acknowledge complaints within five working days. We will identify the issue, request relevant information where necessary and assign an appropriate person to investigate.

3. Investigation and response

We aim to provide a substantive response within 20 working days. Complex cases may take longer; we will explain the reason and provide an updated timescale. These are service targets and do not extend statutory deadlines.

4. Escalation

If dissatisfied, request a review by a director or senior manager not previously responsible for the decision where practicable. We will explain our final position and any proposed remedy.

5. External options

Where required, we will provide information about a relevant approved alternative dispute resolution body and whether we are obliged or willing to participate. Consumers may seek advice from Citizens Advice. Data protection complaints may be raised with the ICO at ico.org.uk. Nothing prevents you from exercising legal rights or seeking court remedies.

6. Records and confidentiality

We keep proportionate complaint records for investigation, legal compliance and service improvement, in accordance with our Privacy Policy.