

PAMS Food Ltd Redressal Mechanisms Guidelines

PAMS Food Ltd is committed to providing high-quality products and services. However, we recognize that there may be times when our customers' expectations are not met. The following guidelines outline the procedures for addressing and resolving such concerns.

Step 1: Customer Complaint Submission

- Channels of Submission:
 - Email: Send your complaint to customer.service@pamsfood.com.
 - Phone: Call our customer service hotline at +234 803 765 8574 or +971 55 514 9567
 - In-Person: Visit any of our stores and speak to a manager.
- Information Required:
 - Personal Details: Name, contact information, and preferred method of communication.
 - Product Details: Product name, batch number, and purchase location.
 - Nature of Complaint: Detailed description of the issue.

Step 2: Acknowledgment of Complaint

- Immediate Response: Customers will receive an immediate acknowledgment of their complaint.
- Reference Number: A unique complaint reference number will be provided for tracking purposes.

Step 3: Complaint Assessment

- Initial Review: Complaints will be reviewed within 48 hours of receipt.
- Investigation: A thorough investigation will be conducted to determine the cause of the issue.
- Communication: Customers will be kept informed throughout the process.

Step 4: Resolution and Redressal

- Resolution Options:
 - Replacement: Defective products will be replaced at no additional cost.
 - Refund: Full refunds will be provided where applicable.
 - Repair: Products eligible for repair will be serviced promptly.
- Timeframe: Efforts will be made to resolve complaints within 14 business days.

Step 5: Follow-Up

- Customer Satisfaction: A follow-up will be conducted to ensure the customer is satisfied with the resolution.
- Feedback: Customers are encouraged to provide feedback on the redressal process.

Step 6: Documentation and Record Keeping

- Records: All complaints and resolutions will be documented for quality control and future reference.
- Review: Documentation will be reviewed regularly to identify patterns and areas for improvement.

Step 7: Continuous Improvement

- Analysis: Data from complaints will be analyzed to improve products and services.
- Training: Staff will receive training based on insights gained from customer feedback.

Conclusion

PAMS Food Ltd values customer feedback as an opportunity for improvement. Our redressal mechanism is designed to be customer-centric, efficient, and transparent, ensuring that all concerns are addressed promptly and satisfactorily.