



Complaints Procedure

Updated 27/02/17

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.

Should Solar Entertainments not resolve your complaint to your satisfaction, you can refer the matter to our 3rd party arbiter, the National Association of DJs, whose code of conduct we adhere to. Their details are:-

National Association of DJs
Website: www.nadj.org.uk
Tel: 0800 468 1363

If you have any queries regarding any of the information shown above, please email us at the address shown above or contact us via telephone on 01246 434161.

Thank you.

Dave Cocker
Proprietor