

## Miele Complaints Process

At Miele, we always do our best to settle any complaints in the fairest possible way, as quickly as possible. If you feel your complaint has not been handled correctly, we will endeavour to rectify this.

The complaints procedure outlines our approach to complaint handling and how we deliver the best possible customer service while managing our customers' expectations.

### **How to make a complaint:**

We hope that you'll never have reason to complain about any aspect of our services, however if you are unhappy with any aspect of the service or products from Miele we would like to hear from you.

Please make initial contact via the below options:

Chat to us online: [Contact us](#)

Call our team on: **0330 160 6600**

Email us on: [contact@miele.co.uk](mailto:contact@miele.co.uk)

If you have the following information at hand, it will help us process your enquiry/complaint as quickly as possible.

1. Your full name and address
2. Your contact details (telephone and email)
3. The reason for your complaint
4. If you are complaining regarding an appliance, the appliance details model number and serial number (you will find these on the data plate on the appliance).
5. Proof of purchase if you believe the appliance is under any warranty
6. Any order reference numbers that you have been provided
7. Any supporting evidence you may think relevant to your case

### **What to expect:**

Our working hours are Monday – Friday 8am to 6pm and Saturday 8am to 4pm.

We aim to resolve the complaint as soon as possible and will provide you with a complaints reference number.

- |         |  |
|---------|--|
| Stage 1 | If we are unable to fix the issue straight away or run into problems, we'll tell you how long it's going to take and when to expect an update.   |
| Stage 2 | If we are unable to fix your issue straight away, you can ask to escalate your complaint and it will be reviewed by a supervisor. You can do this at any time, but please let us try to sort things out first. |
| Stage 3 | If you are not satisfied with the outcome, you can escalate for a second time. If you do this, we'll carry out a senior complaint review.  |

Stage 4            Once we have a resolution, we'll close your complaint. We'll also do this if we've tried to contact you but haven't been able to reach you. If you still need our help with the complaint, just get back in touch with us within 28 days and we'll continue to work on getting it resolved for you.

**What happens next:**

If you're not satisfied with the outcome of your complaint, you can seek independent advice from The Citizens Advice Bureau or an independent ombudsman:

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

[www.ombudsman-services.org](http://www.ombudsman-services.org)

[Privacy Notice](#)