



Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

Please email hello@arena-ice.com Please title the email 'Complaint'

Or write to: Arena UK & Europe HQ
Needingworth Industrial Estate,
St Ives, Cambridgeshire,
PE27 4NB

What will happen next?

1. We will send you an email / letter acknowledging receipt of your complaint within two days of receiving it. We will provide you with the name and contact details of the person dealing with your complaint.
2. We will then investigate your complaint.
3. Within 14 days of sending you the acknowledgement, we will provide you with our findings or an update on progress.
4. If the complaint has had to be referred to a third party (insurers for example) we will keep you updated regularly, regarding the progress of the complaint.
5. If insurers are involved, they may take over the processing of the complaint and you will be advised of this accordingly.
6. When you receive our findings, if you are still not satisfied, you should contact us again and we will arrange for a senior member of staff to review the decision.
7. We will email or write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.