

Complaints Procedure

Unity Wedding DJs run a completely personalised service so hopefully you will enjoy the bespoke service that we offer. However, if you feel that you wish to make a complaint there are a couple of options available to you which are detailed below. We will take any complaint very seriously, so please be rest assured that your complaint will be dealt professionally and in a timely manner.

Making an Informal complaint

If you would like to raise an informal complaint about any aspect of our services, please contact your DJ directly by phone or email enquiries@unityweddingdjs.co.uk so that we can discuss your complaint in more detail. We will listen to your concerns and together agree a mutual resolution to your complaint. If an amicable resolution cannot be met, you may escalate your complaint to a formal complaint.

Raising A Formal complaint

Formal complaints must be made in writing. We cannot, unfortunately, deal with formal complaints over the telephone.

If you would like to raise a formal complaint, please raise your concerns to:

Customer Relations
Unity Wedding DJs
2 Scarf Road
Poole, Dorset
BH17 8QQ

Your complaint will be acknowledged and replied to within 5 working days. If the complaint is complex and cannot be dealt with immediately, we will contact you with a time scale of how long it should take to respond. Unity Wedding DJs will keep you informed with the progress in processing your complaint.

If an amicable resolution cannot be resolved, We will issue a clear explanation in writing.

Should you not be happy with the explanation then 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

It is also within your rights to contact your local trading standards service should you wish to.