



Accredited to ISO/IEC17020

1-20-5-101 Rinkan, Yamato-shi, Kanagawa-ken, Japan 242-0003
TEL:046-205-7611 FAX:046-205-7610
Email: info@eaa-s.jp URL:<https://www.eaa-s.jp>

EAA COMPLAINT HANDLING PROCESS

Please remember that voicing your concerns helps EAA to improve services to all our customers. We appreciate the time taken to advise EAA of any matters that may need our attention or remedial action.

OPTIONS TO MAKE A COMPLAINT:

1. Download and complete our complaint form [located here](#).
 - a. Please provide as much detail as possible, to enable EAA to better assist you in a timely manner.
 - b. Scan and email the form to info@eaa-s.jp
2. Complete our online contact form [located here](#).

HOW WE HANDLE COMPLAINTS:

On receipt of your complaint (clearly identifying your concerns, covering all relevant facts, and providing the outcome you are seeking), EAA will thoroughly investigate the matter and as necessary, clarify any further detail required with you.

Your complaint will be acknowledged within 24-48 hours of receipt (depending on weekends and/or National holidays).

EAA will respond to your complaint as quickly as possible.

Many thanks for your custom

The EAA Team

COMPANY LTD