



Complaints Handling Procedure

We take every complaint we receive very seriously and work with our customers to deal with them quickly and in a satisfactory way.

- All complaints must be logged immediately and tracked using the relevant complaints log.
- If the complaint is initially notified to the removal crew, it must be noted on the job sheet. The foreman and customer must both sign the sheet and the foreman must then report the complaint to the office without delay.
- All complaints must be acknowledged within 3 working days of receipt. Telephone complaints will also receive a written response confirming details of the conversation – request that the customer complains in writing.
- The complaints log must be kept up to date with progress notes and all correspondence must be stored manually or electronically in the customer file.
- will monitor the complaint log to ensure that all complaints have been responded to within the specified time and resolved without delay.
- A formal written outcome of the investigation should be issued to the customer within 15 days of receiving the complaint.
- If the customer remains dissatisfied, we must advise the customer to write to us again to explain the reasons why they feel the complaint remains unresolved.
- We are to provide the customer with a written statement expressing our Final Viewpoint, following a second review of the complaint and refer the customer to the Furniture & Home Improvement Ombudsman (FHIO) within 8 weeks of receiving the complaint.
- If the matter has not been resolved within 8 weeks or we have not responded the customer is able to take their complaint to FHIO. **(Provide FHIO's details to customer)**
- We shall then co-operate with customer(s), their advisors and the FHIO in the resolution of complaints and/or the handling of liability/insurance claims.