

# ***JohnGrose***

## **Complaints procedure**

### **Complaints Handling Procedure**

It is the aim of John Grose Group Ltd to provide a very high standard of service to every customer. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our customers.

This procedure explains how we will deal with any complaints. It also tells you what you can do if you think your complaint has not been resolved to your satisfaction.

#### **If you have a complaint:**

If you have a complaint about any aspect of our service, then we would like to hear from you. We will try to resolve your complaint promptly; however, sometimes, this may not be possible. In this event, we will keep you informed as below:

#### **Within 10 days**

We will acknowledge receipt of your complaint and provide you with an update and contact details if no resolution has been reached at this stage.

#### **Within 28 days**

We will endeavour to resolve the complaint with a full response provided, however, if we are unable to do so at this stage, we will provide you with an update and relevant information about the investigation.

#### **Within 8 weeks**

We will provide a final written response and information on services you can access should you be dissatisfied with the resolution (detailed below).

To register a complaint contact us by either:

- emailing us at: [directorspa@johngrose.co.uk](mailto:directorspa@johngrose.co.uk)
- calling us on: 01473 270707
- writing to us at: PA to the Directors, John Grose Group Ltd, Foxtail Road, Ipswich, Suffolk, IP3 9BE

You may have the right to refer your complaint to the Financial Ombudsman Service which is free to use. Their contact details are Financial Ombudsman Service, Exchange Tower, London E14 9SR; telephone 0800 023 4567; email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk); their website is [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

In the event a non-financial services complaint cannot be settled between us, we recommend the National Conciliation Service as an organisation competent to deal with unresolved complaints. Their contact details are National Conciliation Service, PO Box 6562, Rugby, CV21 9QP; telephone 01788 538318; email [contact@nationalconciliationservice.co.uk](mailto:contact@nationalconciliationservice.co.uk).