



RBG Services 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 via email (admin@rbgservices.co.uk) or via telephone on 0203 444 0554. We have eight weeks to consider your complaint; but we endeavour to resolve complaints as quickly as possible.

What will happen next?

- 1.** We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- 2.** We will then investigate your complaint. This will normally involve passing your complaint to the manager, who will review your complaint and speak to the member of staff involved.
- 3.** We will contact you to discuss and hopefully resolve your complaint.
- 5.** We will send you a detailed written reply to your complaint, including suggestions for resolving the matter.
- 6.** At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Company Director to review the decision.
- 7.** We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Alternative Dispute Resolution (ADR)

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 456 6031 or via their website

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>