

Financial Ombudsman Service

If you would like the Financial Ombudsman Service to look into your complaint you must contact them **within six months** of the date of our final response letter.

The Financial Ombudsman Service
Exchange Tower
London, E14 9SR

Or you can telephone on: 0800 023 4567

Or email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk

CUSTOMER COMPLAINTS

If you are not satisfied with any aspect of our service or products please tell us about your complaint.

Telephone: 0191 491 491 6

Email: Complaints@kitchens.plus

Address: Unit 2b
Airport Industrial Estate
Kingston Park
Newcastle Upon Tyne
NE3 2EF



Customer Complaints

Policy & Process



Introduction

This booklet sets out how we will manage any Customer complaint received. This process, detailed later, forms a key part of our staff training regime. In addition, it details how and when we will communicate with our Customers when they do complain and importantly how we will work to resolve their complaints in a timely manner.

We believe that, as an organisation, we provide a first class service to our Customers.

However, we also understand that occasionally things may go wrong and not be to the entire satisfaction of our Customers.

When our Customers make us aware of any shortcomings in our products or our service we will always respond in a professional and courteous manner and ensure that our first class service is maintained throughout the investigation and resolution of their complaint.

The person in our organisation responsible for this area of our business is Karen Clark, customer service manager effective 01/01/2018.

The above named is referred to as the **Complaints Manager** throughout this booklet.

Policy

We believe that we provide a first class service to our customers.

To ensure that this statement remains true we will proactively:

- Provide each customer with a copy of our "How to Complain" leaflet when they first do business with us
- Train all of our staff to understand the importance of our complaint management system
- Respond positively and professionally if our Customers do complain
- Learn from my feedback provided by our Customers and Staff and amend our process if appropriate to avoid repeated complaints

Handling Complaints

It will always be **free of charge** for Customers to lodge a complaint and the choice of how they complain (letter, email, telephone call, personal visit) will always be theirs.

When we receive a complaint from a Customer we will immediately start to compile the information we need to complete the Complaint Management Form.

After the initial information has been collected the **Collection Manager** will assign the complaint to an appropriate member of staff. The designated person will not have any conflicts of interest in managing and investigating the complaint. All complaints will be investigated competently, diligently and impartially so we can be sure that we are able to **treat our Customers fairly**.

Following the steps shown on the 'process flow' chart later, the complaint will be thoroughly investigated and the Customer kept apprised by the agreed communication method on a regular basis.

Once the complaint has been fully investigated the **Complaints Manager** will authorise any appropriate action which may or may not involve compensating the Customer.

Resolving Complaints

We will endeavour to resolve complaints in a timely manner and to the satisfaction of all concerned.

Whilst speed is of the essence we will ensure that the quality of the management of the process means that the Customer will know that their complaint has been fully investigated and therefore the resolution is well founded.

The following standards have been agreed throughout our business:

- Every complaint received that is not resolved by the close of the next working day will be acknowledged **within** 5 working days and a copy of "How to Complain" sent to the customer.
- We will advise the Customer on each communication when they may next hear from us.
- We will endeavour to resolve complaints in a timely manner and within **8 weeks** as a maximum
- If we cannot resolve a complaint we will remind the Customer of the services available via the Financial Ombudsman Service.