

Complaints procedure

**Southwicks Limited**

239 Warsash Road, Locksheath, Hants. SO31 9NY

Phone: 07920 773198

www.southwicks.co.uk

Email: jon@southwicks.co.uk

How we deal with your enquiries and complaints:

Our aim here at Southwicks is to always provide a high quality service for all our customers but we recognise that things unfortunately can go wrong very occasionally.

We take all complaints we receive seriously and aim to resolve all our customers' problems promptly. We recommend that the sooner you bring any concerns to our attention the sooner we can resolve it.

Action we will take:

On receipt of your complaint (whether received by telephone, letter, email or online) the matters raised will be promptly acknowledged and investigated by Southwicks within 5 days. We will advise you who is investigating your complaint.

Carry out a thorough investigation into the matters you have raised and instigate and carry out remedial action within 8 weeks.

Maintain contact until the complaint has been resolved.

Customer Care line: 07920 773198 is available to take your enquiries 8am - 8pm Monday -Friday, 9am - 5pm Saturday & Sunday.

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 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Terms and conditions can be found by visiting www.southwicks.co.uk / <http://www.southwicks.co.uk/terms-conditions.html> VAT no: 151668795

Southwicks Limited