

## **Complaints Policy**

As proud members of Which Trusted Traders and Leicestershire and Rutland Age UK, we believe in offering the best customer care and service at all times, however, whilst our intention is to always ensure we meet highest level of quality, attention to detail and above all overall professional performance, there may be a time where you consider this to have not been the case and would like the opportunity to inform us.

We promise to act to deal with any complaint you bring to our attention within 28 days, however, we ask you do so in writing, even if you talk to us first.

If we agree that there is something which requires further attention by us then we will endeavour to undertake any work needed within 8 weeks.

If in the extreme circumstances we cannot resolve your issue, we would invite you to contact the Alternative Dispute Resolution (ADR) service which we are a member. This is an independent arbitrary advice organisation that provides a level of intervention that we will listen to and respect in any decisions they may present.

Should you consider you need to approach the Alternative Dispute Resolution then please do so on 0333 2413209