

What happens if I have a complaint?

We understand moving home can be stressful for many different reasons, and we will do our utmost to provide you with an excellent service from start to finish.

Please ensure you have read your written Quote and our terms and conditions (Specifically: 1-3 your Quote and your responsibility, 4, 9 to 13 our liability to you for loss or damage, and 7 & 8 Cancellation charges & payment) and feel free to contact us at any time if you have any queries as we are happy to discuss them with you.

- Where a problem occurs during your removal please speak to your Supervisor first who can usually resolve most issues
- On the rare occasion your complaint cannot be dealt with during your removal, please make a note on your delivery ticket and sign it. (Or you can write to us or email us)
- We will acknowledge your complaint within 3 working days of receipt. Telephone complaints will also receive a written response confirming the conversation, and you will be required to put your complaint in writing as well.
- We will record your complaint and keep copies of all correspondence between us, and we suggest you do the same.
- All complaints are monitored to ensure they are dealt with respectfully and in a friendly and timely manner.
- A formal written outcome of the investigation will be issued to you within 15 days of receiving your initial complaint in writing.
- If you are dissatisfied with our decision, please write to us setting out your reasons for the complaint remaining unresolved.
- We will review your complaint a second time, and then write to you with our **Final Viewpoint Letter**.

If you feel we have not resolved your complaint you can refer your complaint to **The Furniture Ombudsman**. This must be done within 12 months of receipt of your Final Viewpoint letter.

- You can also refer your complaint to The Furniture Ombudsman within 8 weeks of the date of receiving your complaint if it has not been resolved.
- The Furniture Ombudsman will then work with you and us, to make a final decision within 90 days (unless the complaint is complex)
- Please see the Furniture Ombudsman Consumer Guide which sets out who they are and the complaint process and timescale

tripp-removals.co.uk

info@tripp-removals.co.uk / 01326 373967 / 01209 822210

Units 19-20, United Downs Industrial Park, St Day, Cornwall, TR16 5HY

Ltd number: 9425017 VAT number: 337 3757 35



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The Furniture
Ombudsman



The Furniture Ombudsman

3-4 Viewpoint Office Village

Babbage Road

Stevenage

Hertfordshire

SG1 2EQ

T: 0333 241 3209

W: www.thefurnitureombudsman.org

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