

### **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 and Home Improvement Ombudsman (FHIO)**. This must be done within 12 months of receipt of your Final Viewpoint letter.

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



**Furniture &  
Home Improvement**  
Ombudsman

**Furniture and Home Improvement Ombudsman (FHIO)**

Premier House,

First Floor,

1-5 Argyle Way,

Stevenage,

SG1 2ADT

**T: 0333 241 3209**

**W: <https://www.fhio.org/>**

**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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