

The Complaints Procedure- Our Commitment To Quality

We are committed to respond promptly and fairly to complaints from our customers. Below you will find the contact details to forward any complaints, along with time frames in which we will respond. Our aim is to satisfactorily resolve any complaint at the earliest opportunity.

In the first instance, address your complaint in writing, via email or by telephone using the contact details below.

What we will do next?

We will endeavour to rectify the issue there and then, however in some cases further investigation may be required, in this instance we will acknowledge your complaint via email or telephone, and we will contact you within 48 hours with an update. We will provide a final response to your complaint within 4 weeks of the initial complaint being filed.

What do we mean by final response?

Our final response will detail the results of our investigation into your complaint and we will explain if it has been accepted or rejected. In both cases we will explain the reasons for our decision. Our aim is to treat all customers consistently and fairly.

Please forward any complaints to:

Ross Harvey Ltd

Broadway

Merriott

Somerset

TA16 5QH

Tel: 01460 279899

email: rossharveyltd@yahoo.com