



Complaints Policy

We aim to provide the best quality service to all our clients; however, we recognise that on occasion things may not meet your expectations. If you are unhappy with the service you have received from us, in the first instance please speak to us directly at the time of the problem so that we may resolve it straight away.

If this is not possible or you wish to discuss it later, we have simple complaints procedure:

Please telephone Caroline Baker on 07967390950 or send an email to cbaker@hullies.co.uk If you would prefer to write, our address is Hullies Ltd, Bryn Afon, Mill Street, St Asaph, LL17 0SP.

We will acknowledge your communication in writing within 5 working day and begin working with you to investigate and resolve the complaint.

In all cases, you will receive a full response within 21 days of original receipt of the complaint.

Should you be unhappy with the outcome of the investigation and dissatisfied with our response, you may take your complaint to the CMC (Civil Mediation Council)

The CMC's complaints procedure is set out on their website and can be accessed from the link below:

[Complaints — Civil Mediation](#)