



Complaints Procedure

We are committed to providing you with the highest possible standard of service in our power. If things go wrong, we would like to help you straight away, so please tell us when a problem arises.

How to make a complaint

If you wish to complain about any of our services, please speak to a Sascha Brame who will try to sort things out for you directly, or put you in touch with someone who can help. Alternatively, we have a member of staff responsible for handling customer complaints and their contact details are as follows:

Sascha Brame

Tel 017741281561

Our response

We respond to all complaints. If you send your complaint by email or post, we aim to send an initial acknowledgement of receipt of complaint within 3 working days and a full response to complaints within 10 working days of receipt. If we cannot respond fully within 10 working days, we will keep you informed on the progress of our investigation.

Taking it further

We will always try to put things right the first time, but if you are not satisfied with the way your complaint was handled and wish to take the matter further, we can arrange for your case to be reviewed and their contact details are as follows:

David Thomas

Tel 01642788343 sasch.co.uk@icloud.com ref complaints.

Take Matters Further

If the complaint is still unresolved an independent body will support your needs.

External review

If you are still dissatisfied having followed all the stages of the internal complaints system, you may apply to Certass Ltd for an independent investigation of your complaint. Please write to the following address or use the telephone, fax or email details below:

Certass Ltd
37 Carrick Street
Ayr

KA7 1NS Telephone: 01292 292099 Email: info@certass.co.uk

Certass Ltd will conduct an investigation and attempt to resolve your complaint to your satisfaction.

When you complain Certass will:

- Acknowledge your complaint by phone immediately and endeavour to resolve your enquiry instantly.
- Acknowledge your written complaint within 7 working days of receipt of your correspondence.
- Investigate your complaint in a timely manner, although there may be unavoidable delay where we are required to obtain information from an external source.
- In the event that your complaint is solely or jointly the responsibility of another firm we will write to them within 7 working days of becoming satisfied that the firm is responsible, notifying them of your complaint.
- Make every effort to conclude the investigation within 4 weeks. If we are unable to do this we will write to you to confirm we will also indicate how long you may expect to wait.
- If by 8 weeks we have still been unable to resolve or assist in resolving your complaint we will write to you to give our reasons how long we expect the continuing investigation to take and confirm your right to refer the matter onwards to Trading Standards or Citizens Advice Bureau.

When the complaint investigation has been concluded we will send to you a final response letter to inform you of the outcome. This will confirm the basis of the conclusion reached and will advise you who to refer your complaint to should you remain dissatisfied.