



## How to make a complaint to ARKO

We like to get complaints dealt with as quickly as possible at ARKO and will always try to help. In most cases you can do this informally, just by giving us a call or by making an appointment to visit our office to discuss the matter in person if needed. You can call us on 01424 439786 or email us at [info@arko.co.uk](mailto:info@arko.co.uk). However, we realise that things can still go wrong sometimes and you may need to resolve a complaint on a more formal basis.

You can use the following procedure to make a formal complaint to ARKO.

### **Formal Complaint**

Please make a formal complaint in writing or by email and address it to the Managing Director, George Okines. You should clearly mark your correspondence as a **Formal Complaint**. We will acknowledge receipt of your formal complaint within three working days and we aim to provide an answer to your complaint within fifteen working days.

In your complaint, please provide a factual account of the issue and how you want us to resolve the complaint. This is important so that we know clearly what it is you need us to do.

We will investigate your complaint and we may need to contact you for more information if we need it. We will respond to your complaint and mark our final response to you with **Final Written Response to Your Formal Complaint**. This will be the final decision from ARKO and we will let you know if we have been able to carry out the action that you requested in your complaint.

### **The Property Ombudsman**

If you are still not satisfied after receiving the final written response to your complaint (or more than 8 weeks has elapsed since you made your complaint) then you can take the matter up with The Property Ombudsman without charge. You can use the details below to contact them:

The Property Ombudsman Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Complaint Enquiries: 01722 333306

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)