

## Complaints Procedure

We're sorry that you're unhappy with the service you have received, tell us how you want us to put it right. This is our customer complaints process:

As hard as we try, we might not always get it right. Swift Removals and storage UK Ltd's customer complaints process is designed to ensure that if you have a complaint about our service, we can swiftly make sure that your concern is heard and escalated to those that can help resolve your complaint.

We aim to resolve any complaints within twelve weeks of first notification where possible. Contact us right away to help us deal with your complaint, it is important to provide us with the full details and tell us what you would like us to do to resolve it. This initial contact needs to be received in writing with full details within 7 days of our service to qualify for our free insurance (terms & conditions apply).

For data protection purposes we can only deal with you, our customer, however if you aren't able to make the complaint yourself you can ask someone to make the complaint on your behalf. This will need to be confirmed to us in writing.

Daniel Cox ( [info@swift-removalsandstorage.co.uk](mailto:info@swift-removalsandstorage.co.uk) ) will register your complaint. If you email us we will try to resolve your complaint via email. If we can't do this, we will agree with you what we can do.

In some cases, we may need time to look into your complaint or ask you for additional information. If we cannot deal with any claims for compensation/damages ourselves you will be passed on directly to our insurers who will deal with the claim as per the terms we have agreed. If this is the case we will let you know and keep you updated as to when we or our insurers will be able to provide you with a detailed response or outcome to your complaint.

If you still are unhappy having gone through the process detailed above, we will send you a final view point letter. Our letter will include a detailed explanation on our findings and the reasons for our decision regarding your complaint. It will also include our proposed solution or settlement if appropriate.