

# We're sorry!

That you are 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. Hoult'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 eight weeks of first notification.

## 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.

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.

Your move manager will register your complaint. If you call us we will try to resolve your complaint on the telephone. 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 this is the case we will let you know and keep you updated as to when we will be able to provide you with a detailed response.

If your Move Manager can't resolve your complaint, we will review it and escalate to a Customer Service Manager. If your Customer Service Manager is unable to reach an agreement with you, your case will be escalated to a Senior Manager.

## A final view point letter

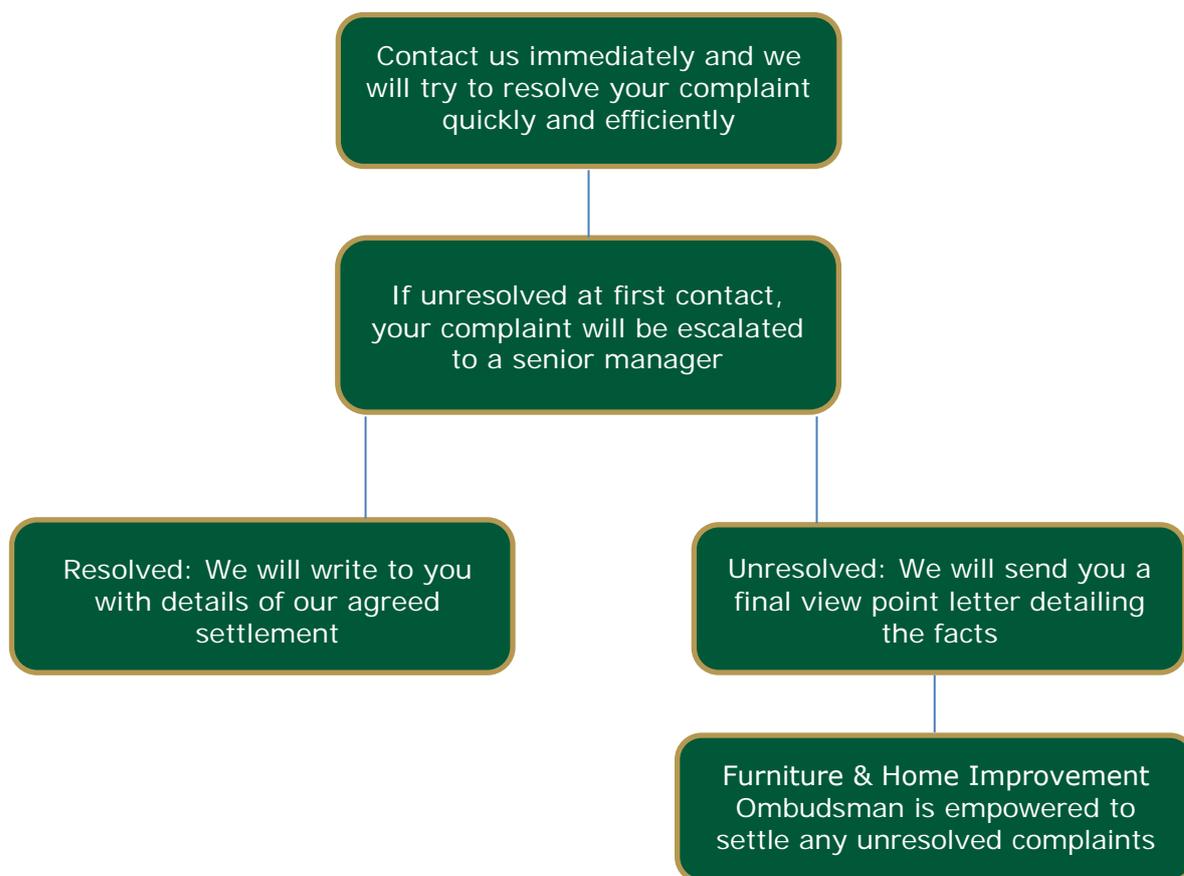
If you still are unhappy having gone through the process detailed above, we will send you a final view point letter. Our letter will include a detailed explanation on our findings and the reasons for our decision regarding your complaint. It will also include our proposed solution or settlement if appropriate.

## The Furniture & Home Improvement Ombudsman

If having received the final viewpoint letter, you remain unhappy, you can escalate the matter to an objective party, The Furniture & Home Improvement Ombudsman.

The Furniture & Home Improvement Ombudsman is a fair and objective party and has the power to resolve the matter and ultimately will decide the outcome of your complaint, the final decision is binding. The Furniture & Home Improvement Ombudsman can't deal with complaints concerning the sale of insurance products or insurance claims.

## Our customer complaints escalation process



Contact The Furniture & Home Improvement Ombudsman on **0333 241 3209**



**Furniture &  
Home Improvement**  
Ombudsman



Memb. No: PO19