



## Complaints Procedure

I-BOS Interiors is always committed to delivering the highest quality service possible; however, we acknowledge that occasionally complaints may arise.

If you are dissatisfied with any aspect of the service or consideration that you receive from us, this complaints procedure should help you to tell us that you think something has gone wrong or we could do something better.

### **How do I complain?**

1. In person at one of our sites
2. By writing to us
3. By phoning us
4. By emailing us

### **How to lodge a complaint**

You can make your complaint in whatever form is most convenient to you.

Should you wish to complain directly to our Head Office, contact details including email and website links are shown at the bottom of this procedure.

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge it by return and pass it to the appropriate staff member for action. If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.

It is our intention that complaints will be responded to within ten working days. If a full response cannot be given within ten working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

The Compliance Director accepts full responsibility for effective complaints handling.

In all cases, we treat your correspondence in strict confidence, with fairness and objectivity.

If you feel that your complaint has not been dealt with satisfactorily, you may wish to seek advice from your local Citizens' Advice Bureau.

For and on behalf of I-BOS Interiors  
Victoria Pearson, Director – April 2020

### Contact Details:

I-BOS Interiors Ltd, 2 Castle Lane, Penistone, Sheffield, S36 6AH

Tel: 07833 575 384      Email: [admin@ibosinteriors.co.uk](mailto:admin@ibosinteriors.co.uk)      Website: [www.ibosinteriors.co.uk](http://www.ibosinteriors.co.uk)