

## Making a complaint

At Layzell we aim to deliver the best service to our customers. From time to time, where this has not happened, we are committed to investigating and doing our best to put the situation right for you.

We define a complaint as "any expression of dissatisfaction by a customer in relation to our service".

We aim to resolve all complaints fully and as quickly as possible. We define a complaint as resolved when we mutually agree that we have addressed all your issues.

If we are unable to mutually agree a suitable resolution we will issue a letter from the Proprietor.

Our formal escalation procedure is designed to ensure that any complaints are resolved as quickly as possible.

You can find out more information on the different stages below:

### **Stage 1: Contact us with your complaint. You can:**

Call us: 01225 571611 Monday to Friday 9am - 5pm, Saturday 9am - 2pm

Email us at: [info@layzell.biz](mailto:info@layzell.biz)

Write to: Layzell, Mitre Court, 45 Duke Street, Trowbridge, Wiltshire, BA14 8EA

Most issues are resolved after investigation by us at this initial stage.

### **Stage 2: Customer Service**

If we can't resolve your complaint immediately, we'll pass your complaint to a member of our Customer Service Team.

This person will be your dedicated complaint handler. They'll try to resolve your complaint within 10 working days, keeping you fully informed throughout. In addition to this if your complaint remains open we will provide you with further reassurance on the status of your complaint in writing at calendar day 10, 28 and 56.

### **Stage 3: Contact the Proprietor**

To access this stage you must have completed stage 1 and 2.

If you are still unhappy you can ask for your case to be reviewed by the Proprietor.

The Proprietor will aim to reach a mutually acceptable agreement - if this can't be done she will contact you to explain our position and provide our final position.

You can either choose to accept our offer or if there has been no resolution after 8 weeks ask the Ombudsman Services to review your case.

If you require more advice contact Citizens Advice. The Citizens Advice has a helpline for free, independent, confidential and impartial advice visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). The Citizens Advice service can be consulted at any stage in the complaints process.