

## **Customer Complaints Process**

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We're sorry you're not happy with the service that you have received from Anglo Pacific, and we seek to do everything we can to make it right for you. We have designed our customer complaints process to be as quick and simple as possible for you.

We aim to resolve any complaints within eight weeks of first notification.

### **Contact us**

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The first thing to do is to contact us, giving us your reference number and full details of the complaint, as well as how you feel it would best be resolved.

Due to data protection legislation, we can only resolve complaints directly with our customers. If you require someone to make the complaint on your behalf, we will require this to be noted in writing before we can communicate with your representative.

Where possible, your complaint will be handled by your existing Move Manager, who will contact you over the telephone in the first instance.

In some cases, it may be necessary to request further information, or to take a little more time to investigate your complaint thoroughly. In these cases we will let you know and you will be kept updated and informed throughout the process.

In some circumstances, your Move Manager may not be able to resolve your complaint. In these cases it will be escalated to a Manager, and if necessary, to the local or divisional Senior Manager.

### **Final view point letter**

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

## The Furniture Ombudsman

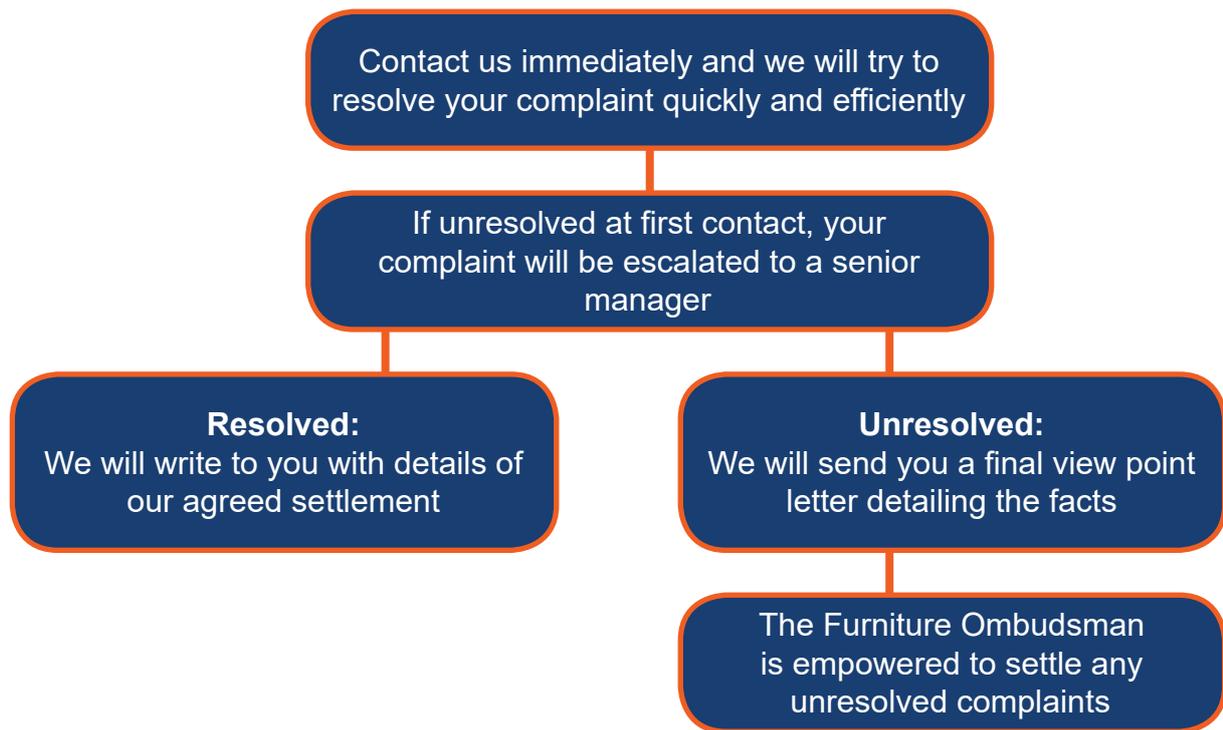
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If, having received the final view point letter, you remain unhappy, you can escalate the matter to an objective party, The Furniture Ombudsman.

The Furniture 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. Please note that The Furniture Ombudsman can't deal with complaints in relation to the sale of insurance products or in relation to insurance claims.

## Our customer complaints escalation process

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Contact The Furniture Ombudsman on  
01722 333306



**Furniture &  
Home Improvement**  
Ombudsman



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