



**Furniture &  
Home Improvement  
Ombudsman**

## **COMPLAINTS PROCEDURE And the Alternative Dispute Resolution Service operated by THE FURNITURE OMBUDSMAN**

Providing an excellent service is important to us and our customers are entitled to expect high quality standards. Just occasionally, however, something happens to affect this and a customer will have cause to complain.

For this reason the British Association of Removers works with the Furniture Ombudsman (TFO) to raise industry standards and ensure that your customers have an additional layer of protection in case something goes wrong.

The BAR Code of Practice also states that we will ensure that our staff are aware of the correct procedure for handling complaints when this happens.

- All complaints must be logged immediately and tracked using the branch complaints register.
- If the complaint is initially notified to the removal crew, it must be noted on the job sheet. The foreman should ask the customer to note the complaint on the waybill
- The foreman must then report the complaint to the office without delay and note any issues on the Crew Report
- Once you hear about the complaint, telephone and/or email immediately the customer immediately, but *all* complaints must be acknowledged within 2 working days of receipt.
- However you receive the complaint and whenever you have first contact with the client **apologise** for any problems that have arisen, without accepting further liability.
- Telephone complaints will also receive a written response confirming details of the conversation – request that the customer complains in writing.
- The complaints log must be kept up to date with progress notes and all correspondence must be stored manually or electronically in the customer file.
- The complaint log must be monitored to ensure that all complaints have been responded to within the specified time and resolved without delay.
- A formal written outcome of the investigation should be issued to the customer within 15 days of receiving the complaint.
- If the customer remains dissatisfied, we must advise the customer to write to us again to explain the reasons why they feel the complaint remains unresolved.
- We are to provide the customer with a written statement expressing our Final Viewpoint, following a second review of the complaint and refer the customer to TFO within 8 weeks of receiving the complaint.
- If the matter has not been resolved within 8 weeks or we have not responded the customer is able to take their complaint to The Furniture Ombudsman (TFO).  
**(Provide TFO's Details to customer)**
- We shall then co-operate with customer(s), their advisors and the TFO in the resolution of complaints and/or the handling of liability/insurance claims.
- If a claim for damage or loss is involved ensure that details are obtained; claim form sent and claims procedure started

### **The Furniture and Home Improvement Ombudsman**

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