



**IBR LIMITED**

# DEALING WITH CUSTOMER'S CONCERNS

[www.ibr.co.uk](http://www.ibr.co.uk)

## YOUR VIEWS ARE IMPORTANT TO US

**We are committed to respond promptly and fairly to any complaints or expressions of dissatisfaction from our customers.**

Within this leaflet you will find details of our internal customer complaints procedures, including timeframes in which we will respond to any issues that you raise. Our aim is always to satisfactorily resolve any complaint at the earliest opportunity, so please help us by following the guidelines in this leaflet. We keep records of all complaints that we receive. They provide us with valuable feedback, telling us how we can improve our services. Please contact us with your concerns..

## WHAT WILL WE DO NEXT?

Our aim is to provide a satisfactory solution as speedily as possible. We will endeavour to sort out the problem there and then, but in some cases further investigation may be required. If this is the case, we will try to provide an answer by the end of the next working week day following receipt of your complaint. If this is not possible, we will send you a written acknowledgement with five working week days of receipt. This will state the name of the person who is dealing with your complaint, their contact details and confirm our understanding of the nature of your concerns.

## WHEN WILL WE CONTACT YOU AGAIN?

We will either provide our final response to your complaint within four weeks of receipt, or we will write to you to explain why we have not been able to do so and when we expect to make further contact. If, after 8 weeks we have still not provided a final response to your complaint, then we will write to you giving reasons for the delay and tell you when we expect to be able to provide a final response. If you are able to refer your complaint to an Ombudsman Service, Arbitration Scheme or Dispute Resolution Scheme, then we will explain the process and provide you with the necessary details. Alternatively, you may still choose to wait until we are in a position to provide our final response.

## WHAT DO WE MEAN BY FINAL RESPONSE?

Our final response will detail the results of our investigation into your complaint and we will explain whether it has been accepted or rejected. In both cases we will explain the reasons for our decision. Where it is appropriate, we may make an offer of redress, taking into account the individual circumstance of each case investigated. This will not always involve financial redress and may simply involve an apology. Our aim is to treat all customers consistently and fairly.

## WHEN WILL WE CONTACT YOU AGAIN?

Our final responses will provide details of how you may escalate your complaint if you remain dissatisfied following the outcome of our investigation. It will also give you details of any rights of referral you may have to an Ombudsman Service, Arbitration Scheme, or Dispute Resolution Scheme.



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## OUR COMMITMENT TO QUALITY

**At IBR Limited, we value our Customers and always aim to provide excellent customer service and a positive experience. If for any reason, you are unhappy with our service and/or your experience then we want to hear from you so that we can put things right.**