

Complaints Policy and Procedure

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Bar2 Ltd is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Laura Moore – Sales Director by phone 01923 690910 in the first instance so that we can try to resolve your complaint informally.

At this stage if you are not satisfied please contact Joss Lowery – Managing Director. You can write to him at: **Bar 2, The Junction, Station Road, Watford, WD17 1ET.**

Next steps

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request.
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. Bar2 will then invite you to meet at our offices to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting we will write to you to confirm what took place and any solutions that was agreed with you.
 - If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within 5 days of completing our investigation.
7. At this stage if you are still not satisfied you can write to us again. Another Director of the company will review the decision within 10 days.

8. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons. If you are still not satisfied, you can contact the following:
FCSA, Old Gloucester St, Holborn, London WC1N 3AD

The Directors will inform all relevant authorities about unresolved complaints or issues.

If we have to change any of the time scales above, we will let you know and explain why.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.