

Ford & Stanley complaints procedure

Here at Ford & Stanley we are committed listening to the views of our customers and welcome feedback whether positive or negative. Our complaints procedure sets out what you can expect to happen should you make a complaint.

Our aim is to ensure that your complaint is taken seriously and that you receive a satisfactory response in a timely manner.

Making a complaint

A complaint is any expression of dissatisfaction by you or your representative. You can complain to us verbally or in writing.

At Ford & Stanley, we will take complaints seriously and will always ensure that you receive a response within the set timescales.

You can make a complaint in a number of ways:

- Contact us by telephone on +44 (0) 1332 344 443
- Send us an e-mail: service@fordandstanley.com
- Send us a formal letter to our head office at 42-44 Royal Scot Road, Pride Park, Derby, DE24 8AJ

When you make your complaint please ensure you provide as much information as possible, including the names of any consultants you may have spoken to about the matter and any reference number you may have relating to the complaint.

The complaints procedure

Stage 1

We will acknowledge receipt of your complaint as soon as possible (within a maximum of two working days). The timescale for response to Stage 1 is **20 working days**. If we require more time to come to a resolution (based on the nature of the complaint) you will be contacted and advised of when you can expect a response and the reasons for the delay.

At Stage 1 your complaint will be managed by either the Account Manager or a member of the relevant service team.

If you are not happy with the full response that you receive at Stage 1, a request can be processed for the complaint to be progressed to Stage 2. Please telephone or write to us if you would like to progress your complaint to Stage 2.

Derby and North
42-44 Royal Scot Road
Pride Park
Derby. DE24 8AJ

T: 01332 344 443

London and South
20-22 Wenlock Road
London
NG 7GU

T: 0203 869 8484

Stage 2 – Investigation and review

If we are unable to resolve your complaint at Stage 1, Ford & Stanley's Business Operations Manager will review your complaint further.

The timescale for responding to Stage 2 is **30 working days**. However, based on the nature of your complaint, if we require more time you will be contacted and advised of when you can expect a response and the reasons for the delay.

At Stage 2, your complaint will be brought to the attention of one of our Directors.

To ensure every aspect of your complaint is addressed, we will undertake a thorough investigation, reviewing all information provided and any legal requirements that need to be considered. Only then can we produce a comprehensive and considered response to you.

Data protection

When a complaint is made, Ford & Stanley will record your name and contact details against the complaint details. Information is only stored for the purpose of dealing with your complaint and improving our business services. Your details will be treated confidentially and not passed on to any third-party organisation.

Details submitted with a complaint will be stored in accordance with our Privacy Policy which can be found at: <https://www.fordandstanley.com/policies/>

If you are unsure about making a complaint or would like to receive further advice about our complaint process, please contact our Business Operations Manager on +44 (0) 1332 344 443.