



Complaints Procedure

We make every effort to ensure that our customers are happy with the level of service and products you receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Customer Service Team on 01506 530 393. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

You may also send your complaint to us in writing Wardman UK Ltd, c/o Morton Fraser LLP, St Martin's House, 16 St Martin's le Grand, London EC1A 4EN

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. If your complaint is not resolved to your satisfaction, we will escalate your complaint through the company hierarchy until a satisfactory resolution has been reached. We will do our very best to always reach a satisfactory resolution for all parties, but in the unlikely event that this isn't possible we will let you know within 8 weeks. If we are unable to resolve your issue and there is no resolution possible we will issue a 'deadlock' letter.

In the highly unlikely event that we are unable to resolve your issue, we advise you to contact the Ombudsman Services on 03304 401 614 or via their web site <http://www.ombudsman-services.org> or to write to them at:

Ombudsman Services: Communications
PO Box 730
Warrington
WA4 6WU

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom approved ADR sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.