Written Complaints Procedure

We are committed to providing a high-quality service. If something goes wrong, we want to know so we can put it right and improve. This procedure explains how we handle written complaints.

How to Make a Complaint

You can submit your complaint in writing by:

- Email: **sales@hd3removals.co.uk**
- Post: **93 Scar Lane, Milnsbridge, Huddersfield, HD3 4PW**

Please include:

- Your name and contact details
- Job reference number
- Details of what happened, including dates and names (if known)
- What outcome you are seeking

Acknowledgement

We will acknowledge your complaint in writing within **3 working days** of receiving it.

Investigation

- Your complaint will be assigned to a manager or senior staff member.
- We may contact you for further information.
- We aim to complete our investigation and respond within **10 working days**. If more time is needed, we will let you know and explain why.

Response

Our written response will include:

- A summary of your complaint
- The findings of our investigation
- Any actions we will take to resolve the matter
- Information on what to do if you are not satisfied with our response

Escalation

If you are unhappy with our final response, you may request a review by The Removals Industry Ombudsman at http://www.removalsombudsman.co.uk/ within **14 days** of receiving our reply.

7. Record Keeping

All complaints are logged and reviewed regularly to help us improve our services.