

## Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

When that happens we want you to tell us what went wrong so we can put matters right.

We want to:

- make it easy for you to tell us what went wrong;
- give your complaint the attention it deserves;
- resolve your complaint fairly without delay; and
- make sure you are satisfied with how your complaint was resolved.

## How & where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

**In person** – call into one of our branches. We are open Monday to Friday from 8am – 5.00pm and from 8am – 12.00pm on Saturdays.

**In writing** – write to us at the following address; **Kate Davies, TG Builders Merchants, Wood Lane, Ellesmere, Shropshire. SY12 0HY**

**By telephone** – on 01691 626262

**By email** – [kate.davies@TGGroup.co.uk](mailto:kate.davies@TGGroup.co.uk)

## How long will it take?

We aim to resolve your complaint straightaway but if we can't, then we will write to you within five business days to tell you:

- why we have not resolved your complaint;
- who is dealing with your complaint; and
- when we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us on 01691 626262 and ask to speak to the person handling your complaint.

## If we cannot reach an agreement with you

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

## The Financial Ombudsman Service

Our aim is to resolve all complaints internally. However if after receiving our final decision letter, or if eight weeks have passed, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). Their contact details are shown overleaf.

**Please note: Only complaints relating to the sale of financial services should be referred to FOS.**

## Financial Ombudsman Service

If you would like the Financial Ombudsman Service to look into your complaint you must contact them **within six months** of the date of our final response letter.

The Financial Ombudsman Service  
Exchange Tower  
London, E14 9SR

Or you can telephone on: 0800 023 4567

Or email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be obtained from the Financial Ombudsman Service's website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



## CUSTOMER COMPLAINTS

If you are not satisfied with any aspect of our service or products relating to your finance agreement, please tell us about your complaint.

Telephone: 01691 626262 and ask to speak to Mrs Kate Davies

Or,

Email: [kate.davies@TGGroup.co.uk](mailto:kate.davies@TGGroup.co.uk)

Address: TG Builders Merchants, Wood Lane, Ellesmere, Shropshire. SY12 0HY