

Claims and complaints procedure for Anchor Removals Ltd

Our Policy

Our goal is to avoid claims and complaints by ensuring all our staff are fully trained and conversant with good customer service practice. We have in place a training, quality assurance and monitoring programme to ensure that where we fall short of our high standards, we can identify the problem and make good by reviewing our practices and training on a monthly basis.

Our Procedure

1. All claims and complaints are to be handled with honesty, fairness and integrity.
2. **All claims and complaints must be received in writing within 7 days of job completion** and must be logged on our in-house software programme.
3. If the complaint is made on the day of the removal, our on site team must ask the client to note it down in the appropriate place on the delivery note "Waybill 2".
4. Our foreman should also ask the customer to write and report this to the office within 5 days.
5. All claims and complaints are to be investigated fully, including interviews with the team on the removal and anyone else who can contribute in a constructive manner.
6. All contact with the client should be noted on the in house software programme database if verbal or in the client file if in writing.
7. A response to any claim or complaint must be made within 5 working days, in writing by the office.
8. If it is felt that the issue can be resolved quickly and easily, then every attempt must be made to achieve a quick resolution.
9. For more serious complaints, every effort must be made to bring the matter to a satisfactory conclusion.
10. Where a claim is unlikely to be solved quickly, a copy of this claims procedure should be sent and the client made aware of the British Association of Removers adjudication service.
11. When a claim is resolved, it will be reviewed on a monthly basis and any findings to assist improve our service will be implemented.