



Family Transfers

Transfers you can all smile about

Complaints Procedure

Here at Family Transfers we always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services meet people's expectations. If you are unhappy with any of our services it is important that you let us know.

Making a Complaint

We aim to handle complaints promptly and effectively. We take all complaints seriously and use information provided to us from investigations to help us improve the service we provide. If you feel a service has not been up to standard then you can make a complaint in in writing by letter or email.

Responsibility and Management of Complaint

A director has overall responsibility for dealing with all complaints made about a service. A director may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 2 working days. We aim to have all complaints finished within 10 working days unless we agree a different time scale with you.

When we have finished investigating, we will write to you with the details of the findings, any action we have taken and our proposal to resolve your complaint.

If you are not happy or satisfied with the outcome you should contact us again and we will arrange for a second director to review the decision.

If we have to change any of the time scales above, we will let you know and explain why.