



GUARDSMAN
AN AMYNTA COMPANY
FURNITURE PROFESSIONALS

MAKING A COMPLAINT

What do do if you are unhappy with the service you have received from us...

If you are unhappy with the service you have received from us you can make a complaint and may do so by:

- Email – complaints@guardsman.co.uk
- Enquiry form – completing our enquiry form and selecting 'Raising a Complaint' from the options
- Post – Guardsman Industries Limited, 152 Brook Drive, Milton Park, Abingdon, Oxfordshire OX14 4SD
- Telephone – unfortunately the department are unable to receive direct calls
-

Your complaint will be acknowledged within five working days and we aim to resolve your complaint as soon as possible from first notification. If we're unable to resolve your problem within twenty-eight days, Guardsman will notify you in writing to explain the causes for the delay and the time in which they expect to resolve your complaint. Guardsman would have a maximum of fifty-six days to resolve your complaint, and should this not be possible, Guardsman will notify you in writing and provide right of escalation to the Financial Ombudsman Service.

If you are unhappy with the outcome of your complaint, you can refer your complaint to the Financial Ombudsman Service (FOS) who will independently review your complaint. You must refer your complaint to the FOS within 6 months from the date of your final response or once the 8 week investigation period has passed (whichever occurs first).

You can contact the FOS at <https://www.financial-ombudsman.org.uk>