

## **COMPLAINTS PROCEDURE**

All our staff will endeavour to provide the best service to our customers at all times from initial inquiry to collection of the bag(s). However, we recognise on rare occasions, that there may be times where our customers may not be completely satisfied with our service. In these circumstances, to ensure we are able to put things right as soon as possible, please read our complaints procedure below.

*In the unlikely event that you are not completely satisfied with our service, please contact us as soon as possible. Please call 023 80 811757, email us at [abbeygrabbag@gmail.com](mailto:abbeygrabbag@gmail.com) or write to us at 28 Winchester Road Romsey Hampshire SO51 8AA. In the case of a phone call or email we will then take immediate steps to rectify the issue as soon as possible. In the case of written complaint we will respond within 72 hours of receiving the written correspondence.*

Thank you, the Team at Abbey Grab Bag