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**34 Boundary Road, Newbury, Berkshire. RG14 5QG**

## **Complaints Procedure**

We want to help you resolve your complaint as quickly as possible.

Just (Newbury) Ltd is committed to providing a high-quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat all complaints seriously, whether they are made by letter or by email.

You will be treated with courtesy and fairness at all times – we would hope too, that you will be courteous and fair in your dealings with our staff at all times.

We will deal with your complaint promptly as we can.

You can make a complaint by email or post.

You can send an email to [justnewburyltd@yahoo.co.uk](mailto:justnewburyltd@yahoo.co.uk) or in writing to Public Correspondence Team, Just (Newbury) Ltd, 34 Boundary Road, Newbury, Berkshire. RG14 5RR.

We aim to complete all complaints as soon as we can within a quick timescale, if a complaint is very complex it may occasionally be necessary to take a bit longer to complete. If this is the case, we will keep the complainant informed of progress, the reasons for the delay, and when it will be rectified.

Quality of service is an important measure of the effectiveness of your industry. Therefore learning from complaints is a good way of helping to improve and develop the way we work.

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service.



Registered Company No. 07349400 VAT No. 106978193  
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