

## Complaints Procedures

Fineturf is committed to delivering an efficient, value for money and professional service. Our philosophy is 'Do it right the first time'. We aim to provide prompt, courteous, helpful, open and informative advice in response to every approach made by our customers. We are always keen to hear the views of our customers, about our performance and services including – what we do right and where we have provided an excellent service and also when we get things wrong.

We recognise that, like all companies, from time to time things can go wrong, and we do not provide the Standards of Service that we have set ourselves. We are especially keen to hear about such instances since they provide us with an opportunity to put things right and to learn from our mistakes. That way, we can get it right next time.

### Types of complaint handled

Sometimes things can go wrong and Fineturf does not provide the quality of service expected. When this happens we will endeavour to:

Ensure that making a complaint is as easy as possible;

Treat a complaint seriously whether it is made in writing by letter, via fax, email or by telephone;

Deal with it promptly, politely and where appropriate, informally (for example, by telephone);

Include in our response an apology where we have got things wrong, an explanation of the position, or information on any actions taken; and

Learn from complaints, use them to improve our service, and publish information on complaints when requested.

Handling complaints quickly, fairly and helpfully is a key part of our approach to service delivery. Examples of complaints about a service provided by Fineturf might include:

Dissatisfaction in the quality of goods or services provided;

Dissatisfaction with the way in which we respond to an enquiry, or the time that we took to respond;

Dissatisfaction with the way in which our land, property, vehicles, plant and machinery or other assets are maintained or used;

Concerns relating to the conduct of any member of our team;



## How to make a complaint

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## How to make a complaint

We will use our best endeavours to:

Treat complaints thoroughly, fairly and politely, and investigate them sensitively; and Respond promptly.

Our target for replying to complaints is 15 working days from the date of receipt. If it is not possible to give you a full reply within this time – for instance because detailed investigation is required – we will give you an interim response, telling you what is being done to deal with your complaint, and when you can expect the full reply and from whom.

Our first response to your complaint should resolve your problem; however, if you are unhappy with our reply, or need further help, you can write to the Fineturf Complaints Officer who will consider the issues afresh, and try to resolve them.

**The Barn Charity Street Carlton Scroop Grantham Lincs NG32 3AT**

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Our Complaints Officer is  
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