

# Dorset Pianos – Complaints Procedure

Dorset Pianos aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Dorset Pianos.

If you are not happy with Dorset Pianos please tell us. If you are unhappy about any aspect of Dorset Pianos, please speak to Nigel R Ware.

If you are unhappy with an individual in Dorset Pianos sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

## Making a written complaint

All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.