

Sturges London
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The logo for Sturges London, featuring the word "STURGES" in a large, white, serif font, with the word "LONDON" in a smaller, white, sans-serif font directly beneath it. The text is centered within a dark blue rectangular background.

STURGES LONDON – COMPLAINTS PROCEDURE

At Sturges London we are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and correct it.

This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing, by post or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated.

HOW DO I REPORT A COMPLAINT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

Should you have concerns in the meantime however, please contact Robert Sturges (Director) who will be able to assist you further.

WHAT HAPPENS NEXT?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative member of staff for consideration.

Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution and inform you of your right to appeal to a third party.

If you are still not satisfied with the outcome, we would advise that you contact our independent redress scheme who will be able to assist you further.



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