

# Perfect Group | Customer Care & Complaints Policy

**Perfect Group (Nationwide) Limited delivers a House Removal and Storage services to a diverse range of customers across UK. Customer Care in these services will be provided by the following types of process:**

## **Enquirers**

Enquirers can expect to have any service query dealt with promptly, with many completed during the initial contact with a member of staff. All enquiries will be responded to within 24 hours. All forms of written response will be despatched to the client on the same day the enquiry is received. Enquirers can expect that Perfect Group (Nationwide) Limited will monitor how effectively it handles enquiries and seek to improve the service customer's experience.

Where a customer wishes to make a formal complaint Perfect Group (Nationwide) Limited has a Complaints process. All Perfect Group (Nationwide) Limited staff have been briefed on the Complaints Process and its operation.

## **MAKING A COMPLAINT**

In the first instance any concern or problem should be raised with a member of staff who may be able to resolve the situation immediately. If this is not possible or does not resolve the issue the customer should adopt the formal procedure of submitting a complaint in writing.

Written complaints should be made to:

**Customer Complaints  
Perfect Group  
Beeding Cement Works  
Steyning Road  
Upper Beeding  
BN44 3TX**

**They can also be emailed on:** [info@perfect-group.co.uk](mailto:info@perfect-group.co.uk)

Perfect Group (Nationwide) Limited will acknowledge receipt of a complaint within 24 hrs, and to respond, detailing the actions to be taken within 3 days of receiving the written complaint.

Following the resolution of the complaint Perfect Group (Nationwide) Limited will review the processes and procedures to identify changes, staff training or communication that would improve the processes and customer service.

## **Staff action**

Staff receiving a concern raised by a customer, or a formal complaint should ensure that the concern or complaint is recorded as per the Customer Complaints Procedure. This Customer Care Policy lays down the expected level of service customers can expect. Perfect Group (Nationwide) Limited will strive to continue to deliver effective and helpful services, those services will also be regularly reviewed in order to ensure continuous improvement.

