



COMPLAINTS PROCEDURE

Introduction

Clothes Rail aims to maintain a high quality service at all times. We would like to hear from you if you are dissatisfied with any aspect of the service and/or product you receive from Clothes Rail. We appreciate any suggestion regarding improvements to our service, and equally welcome any positive feedback you may have.

How to Make a Complaint

In order to deal with any complaint we need to know as much information as possible when you contact us. You can make your complaint in person, by telephone or in writing, by email or letter, using the contact details set out below:

Clothes Rail
21 Peel Park Terrace
Bradford
BD2 4PL
Tel: (01274) 404150 / Mob: 07984 423942
Email: info@huntersimpsonclothesrail.co.uk

Clothes Rail will send you a written acknowledgement within five working days of receipt of your complaint and resolve it at the earliest possible opportunity. We will keep you updated with the progress of your complaint and may offer you compensation, which you can choose to accept or reject. You will receive Clothes Rail's final response in writing, within eight weeks of the initial receipt of your complaint, if we cannot resolve it sooner. This final response will summarise the complaint and explain any offer Clothes Rail has made to resolve it.

Financial Ombudsman Service

If you are unhappy with the way in which Clothes Rail handled your complaint, you may contact the Financial Ombudsman Service within six months of receipt of Clothes Rail's final response, using the contact details below:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Tel: 08000 234 567
Email: complaint.info@financial-ombudsman.org.uk

Trading Standards Service & Consumer Direct

Alternatively, you can contact the Trading Standards Service or Consumer Direct:

Trading Standards Website: <http://www.tradingstandards.gov.uk/>
Consumer Direct Website: <http://www.consumerdirect.gov.uk/>