

Complaints & Dispute Resolution Policy

Noblemen Removals Ltd

1. Our Commitment

Noblemen Removals Ltd is committed to providing a professional, reliable, and respectful service to all customers. We recognise that, on occasion, concerns or complaints may arise, and we aim to deal with these fairly, promptly, and transparently.

This policy sets out how complaints and disputes are handled and the steps we will take to resolve them.

2. Scope of This Policy

This policy applies to:

- Customers
- Former customers
- Employees
- Contractors and subcontractors

It does not affect your statutory rights but is intended to resolve issues efficiently and without unnecessary escalation.

3. How to Raise a Complaint

Complaints should be submitted in writing wherever possible (email preferred) and should include:

- Your name and contact details
- The job address or reference number
- A clear description of the issue
- Any relevant supporting evidence (photos, documents, etc.)

Complaints should be sent to:
[Insert company email address]

4. Acknowledgement & Investigation

Upon receipt of a complaint, Noblemen Removals Ltd will:

- Acknowledge the complaint within a reasonable timeframe
- Review relevant records, statements, and evidence
- Request further information if required

We reserve the right to decline to investigate complaints that are abusive, vexatious, outside our control, or raised an unreasonable time after the service was provided.

5. Resolution & Outcomes

Following investigation, we may:

- Provide an explanation or clarification
- Take corrective or remedial action where appropriate
- Offer a goodwill gesture at our discretion
- Decline the complaint where it is not upheld

Any resolution or goodwill gesture is offered **without admission of liability**, unless expressly stated otherwise.

6. Damage, Loss & Financial Disputes

Claims relating to damage, loss, or financial disputes must be:

- Reported as soon as reasonably possible
- Supported by appropriate evidence

Such claims are handled in accordance with our terms and conditions, insurance arrangements, and applicable law.

7. Escalation

If you are dissatisfied with the initial response, you may request that the complaint be reviewed by a Director of Noblemen Removals Ltd.

The Director's decision following review will be considered final, subject to any statutory rights you may have.

8. Conduct During a Complaint

All parties are expected to act professionally and respectfully throughout the complaints process. Harassment, threats, or abusive behaviour will not be tolerated and may result in communication being restricted or terminated.

9. Record Keeping & Data Protection

Records of complaints and disputes are retained for a reasonable period and handled in accordance with data protection legislation. Information is treated confidentially and shared only where necessary to resolve the matter.

10. Governing Law

This policy is governed by the laws of **England and Wales**.