



## **Complaints Procedure**

### **Introduction**

Clare Auctions is committed to delivering a quality service at all times. However we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive from us we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve, do let us know.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

### **How to lodge a complaint**

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff. If you do not know who you should talk to, our Receptionist will help. Alternatively you can write to or email the Complaints Administrator.

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge it by return and pass it to the appropriate staff member for action. If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff.

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.

The Directors accept full responsibility for effective complaints handling. In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

### **What to do if you are still unhappy**

If you feel your complaint has not been satisfactorily dealt with you have the option to put your concerns directly, in writing, to the Board of Directors. The Directors will reply to you within 10 working days of receipt of your letter.

### **And finally.....**

Clare Auctions takes every complaint and suggestion seriously. We systematically record the complaints received and the subsequent actions taken. The number of complaints, their nature and the speed with which they are dealt with are all monitored.