



Our commitment to you

At Value Home Solutions (Solutions @ Value Home Ltd t/a Value Home Solutions. Company Number: NI663927) every customer is important to us, and we believe you have the right to a fair, swift and courteous service at all times.

We are in receipt of your complaint and we will deal with it promptly, effectively and in a positive manner.

Value Home Solutions Complaints Procedure

- 1) We will acknowledge your complaint promptly within 5 working days of receipt.
- 2) We will investigate your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update.
- 3) We will endeavour to send a final response to you within 8 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.
- 4) If more than 8 weeks from the date of your complaint has past and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Financial Ombudsman Service (FOS)
Exchange Tower
London
E14 9SR

You must refer your complaint to the Financial Ombudsman within 6 months of the date on the final response.

Mark Coey

Director