

Complaint policy and procedure

Retrogreen is committed to providing a high quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Courtesy and respect

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately in accordance with our [Unacceptable and Unreasonable Behaviour Policy](#).

How to make a complaint

You can make a complaint in a number of ways:

Email: consumer.complaint@retrogreen.co.uk

Post: Upperwood, Pottery Lane, Inkpen, Berkshire, RG17 9QA

What to include in a written complaint

You might send a complaint using our online form, email, letter or printed feedback form.

What to include with a complaint

Your complaint should include:

- what happened and when
- who was involved
- where it happened
- what your concerns are
- have you done anything to resolve this matter
- what you want to happen now

Please provide any extra information and copies of other relevant documents.

What happens after you make a complaint

Within 2 working days we will let you know that we have received your complaint. Then we will:

- look into your complaint and respond to you within 15 working days
- contact you to ask for more time, if we need it
- keep you updated every 15 working days after that
- We might phone or ask to meet you to hear more about it.

When we are finished looking into your complaint we will provide you with a response. This will include our findings and recommendations.

Internal reviews

If you are not happy with the recommendations in our response you can ask for an internal review. You will find out how to do this in the letter you get with our response.

In an internal review we look back over the recommendations we made. We will do this within 15 working days or let you know if we need more time.