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**Retail Shop: 29 High Street, Narberth, Pembrokeshire. Tel: 01834 861892**

**Catering: Units 3/4/5, West Wales Business Park, Narberth, Pembrokeshire. Tel: 01834 860470**

**Complaints Procedure**

**How we deal with complaints**

We want to help you resolve your complaint as quickly as possible.

 Let us know if you are unhappy about:

* a decision we have made
* our products
* delivery
* any other aspect of our work
* a member of our staff providing incorrect information or treating you unprofessionally.

If you are concerned about any issue, we will reply to you providing information and an explanation.

* We will write to you within 48 hours of the complaint being received acknowledging receipt.
* The Managing Director (or Company Director) will appoint an investigating officer (senior manager or deputy) to fully investigate the complaint.
* We will inform you who the investigating officer is when we write to acknowledge receipt of your complaint.
* We aim to answer your complaint fully within 2 working days, if we fail to do this please let us know and we will try and expand on our original reply. If we cannot reply within 2 working days, we will acknowledge the receipt of you complaint and provide a timescale for the full response.
* All complaints will be logged and corrective actions recorded on the company complaints form.
* All complaints are categorised into high, critical and low risk.

## Making a complaint

There are a number of ways you can contact us to make a complaint.

### By telephone:

Please contact us on:

 **01834 860470** 7.00am to 4.00pm, Monday to Friday.

We will try to resolve telephone complaints on the spot.

By email: admin@andrewreesbutchers.co.uk

By post: **Managing Director or Deputy**, **Andrew Rees and Sons Ltd, Units 3,4 & 5, West Wales Business Park, Redstone Road, Narberth, Pembrokeshire, SA67 7ES**

**COMPLAINTS FORM**

**DATE**

**NAME OF COMPLAINANT**

**ADDRESS**

**COMPLAINT RECIEVED BY : TELEPHONE [ ] EMAIL [ ] LETTER [ ]**

**DETAILS OF COMPLAINT**

INVESTIGATING OFFICER :.

**DETAILS OF INVESTIGATION (INC FINDINGS**)

**OUTCOME**

**COMPLAINT SUCCESFULLY RESOLVED YES [ ] NO [ ]**

**IF NO – DETAILS OF FURTHER ACTION TO BE TAKEN**

**THIS COMPLAINT FORM MUST BE FILED IN COMPLAINTS FILE ALONG WITH ALL CORRESPONDANCE SENT OR RECIEVED**