

HAVE WE DONE SOMETHING WRONG?

When dealing with property we know from time to time things don't always go as smoothly as we'd hope. Three Sixty Inventories will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact Keith Cushion, Team Leader as he will have a detailed knowledge of you and your property. Keith will work with you to try to put things right.

Stage One – Formal Complaint

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with the Three Sixty Inventories Customer Care team, customercare@lrg.co.uk. To put your mind at ease, they will touch base with you within three working days so you know we are looking into it for you. After this, Keith Cushion, Property Inspector Team Leader will investigate the case and provide a full response in writing within 5 working days.

Stage Two – Formal Complaint

If after receiving our response in writing you still consider your complaint to be unresolved, please let Customer Care know. Your complaint will be placed in the care of Donna Wright, Head of Quality and Customer Care. Donna's team will be in touch within three working days assuring you the matter is in hand.

A further full and independent review will be carried out by Jon Bennett, Inventory Manager to understand the background, the impact it is having on you and how we can resolve the matter. A full response will be sent to you within 15 working days.

Customer Care

Three Sixty Inventories Customer Care
Department
Crowthorne House
Nine Mile Ride
Wokingham
Berkshire
RG40 3GZ

customercare@lrg.co.uk
01344 753104