

# Wickes Group plc - Complaints Policy

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We hope that all of our customers have a positive experience when dealing with us. It's really important to us that you're pleased with your purchase and the service you've received. If there's something you're not happy with, we'd like the opportunity to put this right for you.

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## Complaints Policy

We're committed to providing a service that is professional and valued by our customers and partners. We try to handle customer complaints in a prompt and fair manner.

To contact us about a general complaint or a Wickes bespoke kitchen, bathroom or home office complaint, please complete our Contact Us form.

If you'd like to talk, call us on 0330 123 4123:

- Choose option 1 for a Wickes bespoke kitchen, bathroom or home office complaint
- Choose option 3 for all other complaints

To help us respond to you as quickly as possible, please include:

- Your name and address
- A contact phone number and email
- Your order number
- Details of your complaint with supporting photos
- Actions you'd like us to consider

## Investigation

As a result of investigating your complaint, our customer services team may need to take additional information from you. We'll let you know if that's the case.

Depending on the nature of your complaint, it may be necessary for our customer services team to pass the complaint to another team to investigate. If we need to do this, we'll let you know.

When investigating your complaint, we'll take the following into account:

- Assessing the nature of your complaint
- Whether the complaint should be upheld
- What action may be appropriate

We'll consider the following points when deciding whether or not to uphold your complaint:

- All the available evidence and the particular circumstances of your complaint
- Guidance published by relevant regulators including the Financial Ombudsman Service, the Financial Conduct Authority and the Furniture and Home Improvement Ombudsman.

## **Resolution**

Every effort will be made to resolve your complaint at the first point of contact. Once the investigation is complete, you'll be advised of the outcome of your complaint.

## **Escalation**

In the event that the customer services team is unable to resolve your complaint, or if you're unhappy with the outcome, you can escalate your complaint by emailing [customer.relations@wickes.co.uk](mailto:customer.relations@wickes.co.uk) who will acknowledge your complaint within 3 business days and send it to the appropriate team.

It may be the case that further information will be required from you in order for the complaint to be investigated fully.

If you remain unhappy with the outcome of your complaint, you're entitled to refer the decision to The Furniture and Home Improvement Ombudsman. The Furniture and Home Improvement Ombudsman will review your case and may request further information from you or from us. Any decision they make will be binding upon us.

More information can be found by visiting <https://www.fhio.org/>.

## **Complaints relating to financial agreements**

If your complaint relates to the lender, the complaint will be forwarded to them within five days of us receiving it from you and we'll let you know that the complaint has been sent to the lender.

If the complaint is partially about the actions of the lender, that part of the complaint will be sent to the lender to investigate and respond. We'll separately investigate and respond to the part concerning the sale of the financial product and service relating to us. We'll undertake a thorough and independent investigation and agree a suitable outcome with you.

Once our investigation is complete, we'll let you know the outcome of your complaint. If you're unhappy with the outcome, you can refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service can be contacted on 0800 023 4567, via email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk), in writing at Financial Ombudsman Service, Exchange Tower, London E14 9SR or by visiting [www.financial-ombudsman.co.uk/contact-us](http://www.financial-ombudsman.co.uk/contact-us).