



## COMPLAINTS PROCEDURE

### Introduction

This Complaints Handling Procedure (CHP) reflects our commitment at Ooosh! Tours Ltd to value complaints from our customers, no matter how large or small. We seek to resolve any problems as close as possible to the point of service.

We aim to ensure quick, simple and effective complaints handling with early responses by capable, well-trained staff. Complaints give us valuable information that we use towards continued improvements within the business. Our Complaints Handling Procedure enables us to address a complainant's dissatisfaction and can only further help us prevent the same problem from happening again in the future.

The Complaints Handling Procedure will help us progress and improve as a company and retain client relationships, enabling us to better understand how to improve our services by learning from complaints.

### If you have a Complaint

We are happy to receive complaints either by email, phone or post. If your matter is urgent and time sensitive then we would advise calling us to discuss on the phone. Otherwise, we aim to respond to all emails within 48 hours of receipt

### Complaints Procedure

- Complaints can be made by letter, email or telephone at:
  - Ooosh! Tours Ltd, Compass House, 7 East Street, Portslade, BN41 1DL
  - [info@oooshtours.co.uk](mailto:info@oooshtours.co.uk)
  - +44 (0) 1273 911382
- We will acknowledge receipt of the complaint by the customers preferred method within 48 hours.
- We aim to resolve all complaints as quickly as possible. If it is not possible to reach a prompt conclusion, we will contact the customer with an explanation, and set out an expected timescale by which matters should be resolved
- We aim to resolve all our customer complaints internally. If, however, the customer is not satisfied with the final outcome of our complaints procedure, they are able to contact The Financial Ombudsman, details can be found at:  
[www.financial-ombudsman.org.uk/contact/index.html](http://www.financial-ombudsman.org.uk/contact/index.html)  
Non-financial complaints can be directed to [Trading Standards](#)
- For complaints to do with vehicles, you may also contact the BVRLA Conciliation Service as an approved Alternative Dispute Resolution service. Details can be found at [www.bvrla.co.uk](http://www.bvrla.co.uk) or by contacting [complaint@bvrla.co.uk](mailto:complaint@bvrla.co.uk)