

Complaints Procedure for Eden Bond Ltd

Last updated: [Insert Date]

1. Introduction

Eden Bond Ltd is committed to delivering a high standard of service to all our clients. We take complaints seriously and aim to address any issues promptly, fairly, and transparently. This Complaints Procedure outlines how you can raise a complaint and how we will respond.

2. Our Commitment

We aim to:

- Handle complaints promptly and courteously.
- Investigate complaints fully and fairly.
- Keep you informed throughout the process.
- Take corrective action where necessary.
- Learn from complaints to improve our services.

3. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us as soon as possible using one of the following methods:

Email: info@edenbond.co.uk

Post: Eden Bond Ltd, 17 Church Street, Market Harborough, LE16 7AA

Please include:

- Your full name and contact details
- Details of your complaint, including relevant dates

- Any supporting evidence
- The outcome you are seeking

4. Stage One – Initial Response

Once we receive your complaint:

- We will acknowledge your complaint within 3 working days.
- A member of our team will investigate the issue.
- We aim to provide a full written response within 15 working days.

If the issue is complex and more time is required, we will notify you and keep you updated.

5. Stage Two – Escalation

If you are not satisfied with the Stage One response, you may escalate your complaint to a senior manager.

We will:

- Acknowledge the escalation within 3 working days
- Conduct a further independent investigation
- Provide a final written response within 15 working days

6. Final Stage – Independent Redress

If you remain dissatisfied after completing our internal complaints procedure, you may refer your complaint to the relevant independent redress scheme. Eden Bond Ltd is a member of:

[Insert Redress Scheme – e.g., The Property Ombudsman or Property Redress Scheme]

They will review the complaint objectively and free of charge.

7. Recording and Monitoring Complaints

All complaints are recorded and monitored to help us:

- Identify recurring issues
- Improve service quality
- Provide staff training where necessary

8. Confidentiality

All complaints are handled confidentially. Information may be shared internally only when required to investigate or resolve the complaint.

9. Updates to This Procedure

We may update this Complaints Procedure from time to time to reflect changes in legislation or our internal processes. The updated version will always be available upon request.

10. Contact Us

If you have any questions about this Complaints Procedure or need support submitting a complaint, please contact:

Eden Bond Ltd

17 Church Street

Market Harborough

LE16 7AA

Email: info@edenbond.co.uk