

# Complaints Policy

## Just Flutes Limited

*Updated February 2024*

### **Just Flutes Complaints Policy**

At Just Flutes we place our strongest focus on customer care. However, we do understand that on occasions situations happen that result in the need to make a complaint. Rest assured that should you feel the need to do this, we take any complaints seriously and we will handle your complaint in a professional unbiased manner.

### **How to make a complaint?**

You can contact us via email on [showroom@justflutes.com](mailto:showroom@justflutes.com), by phone on 020 8662 8400, or by post: Just Flutes Ltd, 46 South End, Croydon CR0 1DP. Please provide your name and daytime contact number where we can contact you between the hours of 9.30am – 5.30pm Monday to Friday.

We will log your complaint within one working day of receipt.

If the complaint can be dealt with within three business days, we will send you a summary resolution communication within two business days of resolving the complaint. This will include information on what to do if you are dissatisfied with the resolution of the complaint and that you may be able to refer the complaint back to us for further consideration.

If your complaint can not be dealt with within three business days, we will send you our initial response letter within two days of either receiving the complaint or realising the complaint cannot be resolved within three business days.

We will investigate your complaint fully and if the complaint cannot be dealt with within four weeks, we will send you an update on the progress of your complaint.

We endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update.

Within our final response, we will explain what to do if you are not happy with our response/resolution. If you have purchased an instrument on finance, you can escalate your complaint to the Financial Ombudsman; you must do so within 6 months of the date of the final response letter.

You can contact the Financial Ombudsman:

By phone:  
0800 023 4567

By post:  
The Financial Ombudsman Service,  
Exchange Tower,

London,  
E14 9SR.

By Email:  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be obtained from the Financial Ombudsman Service's website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Eligible complainants are:

- A consumer
- Companies within the EU definition of a microenterprise
- Charities with an annual income of under £6,500,000
- Trustees of a trust with assets of under £5,000,000
- A small business (only an eligible complainant if the conduct took place after the 1st April 2019)
- A guarantor

Alternatively, 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)

For new or ongoing complaints, they have paused, for 37 weeks, the time you have to refer DCA complaints to the Financial Ombudsman Service from 6 to 15 months.

For more information, please see the Financial Conduct Authority's website or The Financial Ombudsman Service website.