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info@gfprimerentals.co.uk  
www.gfprimerentals.co.uk

# G&F PRIME RENTALS

## COMPLAINTS PROCEDURE

### OUR COMMITMENT TO YOU

We are committed to providing a high standard of service to all our customers. However, we recognise that there may be occasions when our service does not meet your expectations. If this happens, we encourage you to let us know as soon as possible so we can address the issue promptly and learn from your feedback.

All complaints are taken seriously and handled fairly, consistently, and professionally by a member of our team with the appropriate knowledge and authority.

### HOW TO MAKE A COMPLAINT

If you are dissatisfied with any aspect of our service, you may submit a complaint using any of the methods below. Once received, we will begin investigating your concerns without delay.

### CONTACT DETAILS

Email: [complaints@gfprimerentals.co.uk](mailto:complaints@gfprimerentals.co.uk)  
Telephone: 03303 411575

Written correspondence:  
G&F Prime Rentals  
Complaints Department  
Unit 2 Lex Building  
Cranes Close  
Basildon  
Essex  
SS14 3JB

### INFORMATION WE REQUIRE

To help us investigate your complaint efficiently, please provide the following information:

- Your full contact details
- Any relevant reference numbers
- A clear description of your complaint
- Details of any losses or inconvenience suffered
- Your preferred outcome

### OUR COMPLAINTS HANDLING PROCESS

- We will acknowledge receipt of your complaint within 48 hours via telephone or email.
- An investigation will commence immediately, and we will keep you informed throughout the process.
- We aim to provide a full response within 14 days of receiving your complaint.
- If the investigation requires more time, we will notify you with an updated timeframe.
- Once the investigation is complete, we will confirm our findings to you in writing.

### IF YOU REMAIN DISSATISFIED

If you are not satisfied with the outcome of our investigation, you may be entitled to escalate your complaint to the National Conciliation Service. Their contact details are provided below:

National Conciliation Service  
PO Box 6562  
Rugby  
CV21 9QP

Website: [nationalconciliationservice.co.uk/file-a-complaint](http://nationalconciliationservice.co.uk/file-a-complaint)  
Email: [contact@nationalconciliationservice.co.uk](mailto:contact@nationalconciliationservice.co.uk)  
Telephone: 01788 538318