

How we handle your complaint

We always endeavour to provide the best services and products for our clients. However, on rare occasions, we recognise that there may be a time where our customers may not be completely satisfied.

To ensure that we are able to put things right as soon as we possibly can, please read our complaints procedure and we will respond promptly to ensure complete satisfaction.

Whilst the removals men are present at your property please inspect the furniture to ensure that everything has been carried out to our high standards.

If for whatever reason you do not have time to inspect all the furniture, then you may request an extension of up to 7 days by contacting the office.

In the unlikely event there is anything you are not completely satisfied with, could you please contact us as soon as you can in order that we can rectify the problem as soon as possible.

It is important that the damaged item is now moved by a 3rd party, unless advised by a member of staff at BG Removals. A photo is required prior to the item being handled by yourself or any one on your behalf.

You can call us on 0115-882-1436 or 07850-157-618 or write to us at BG Removals, 252 Alfreton Road, Nottingham, NG7 5LS or email at enquiry@bg-removals.co.uk we aim to respond within 2 days and where possible will give you a date of when to put things right for you.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact [0333 241 3209](tel:03332413209) or via their website <http://www.disputeresolutionombudsman.org/membership/whichtrustedtraders/>