

Bournes take complaints very seriously and endeavour to correct all issues in the best way as quickly as possible.

- Customers are requested to make a formal complaint in writing, this can be by e-mail to your Move Manager or to [customerservices@bournesmoves.com](mailto:customerservices@bournesmoves.com) or standard post to Bournes, Harbour Road, Rye, East Sussex, TN31 7TE.
- If the customer has notified the crew on the day of the move the crew will note the details of the complaint on the work ticket and ask the customer to sign to confirm the details of the complaint.
- Once the work ticket is returned to the Move Manager the details of the complaint will be logged in Bournes Move Management System.
- The Move Manager must respond with acknowledgement of receipt to the customer within two days of receiving the complaint.
- The Move Manager will carry out an investigation into the complaint, speaking to relevant departments so they have all the information needed to respond to the customer with a full and factual response
- All details and notes will be recorded in the complaint log, it is the Move Managers duty to maintain and update the complaint log to ensure all complaints have been responded to in a timely manner and resolved without delay.
- If the customer is dissatisfied with the initial response from the Move Manager, the complaint will be escalated to the second stage.
- A final decision will be made and communicated to the customer.
- If the matter cannot be resolved the customer can take their complaint to TFO (The Furniture Ombudsman).



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Babbage Road  
Stevenage  
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SG1 2EQ

T: 0333 241 3209  
[www.thefurnitureombudsman.org](http://www.thefurnitureombudsman.org)

- Bournes will cooperate fully with the customer(s), their advisors and TPO in the resolution of the complaint.