



# SG ESTATES

AWARD WINNING HOUSING DEVELOPER

## COMPLAINTS POLICY

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At SG Estates we take Customer Service very seriously and whilst we hope you do not need to contact us with a complaint, we recognise from time to time that you may need some help from our team. If you do, please follow the steps below. All complaints are an opportunity for us to improve and learn - so thank you for getting in touch.

### STEP 1:

If you have already contacted our Customer Services and they have been unable to help, please write to our Customer Care Department at Head Office who will respond to you in writing, within 5 working days of dated receipt of your letter:

SG Estates Ltd  
Unit 1  
Rhosddu Industrial Estate  
Old Rhosrobin  
Wrexham  
LL11 4YL

### STEP 2:

In the unlikely event that Customer Care have been unable to resolve your complaint, please write to our Commercial Manager, Daniel Andrews, at the address above.

### STEP 3:

If you remain unhappy with the outcome of your complaint, once you have heard from Daniel, please write to our Managing Director, Steve Griffin at the address above.

In order to register a formal complaint, it **must be sent via letter** and not email.