

Complaints Procedure

Purpose and Commitment

The Gas Rooms at all times is committed to providing a quality service to our customers. If you are not satisfied with the level of service you have received from us, we would like you to let us know. Telling us when and why you are not happy gives us the opportunity to put matters right for you and improve our service for others.

No matter how you communicate with us, we'll listen and endeavour to act on your concerns. Once you've contacted us, we'll do our best to resolve any complaints within 14 working days. If we need more time to complete our investigations, we will inform you of this and keep you updated with our progress.

How to get in touch

There are four ways you can get in touch with us. Whichever way you choose, in order to help us resolve your complaint, we'll need the following information from you:

- Your name
- Your email address and a daytime phone number and the best time to contact you
- A description of your concern
- What you'd like us to do to put things right

In Person or Telephone

Often the easiest and quickest way to sort things out is by having a chat with us in person or by picking up the phone, as the person you speak to can resolve your complaint there and then. You can contact us by phone on 01524 740760. Our normal opening hours are 9am – 5pm, Monday to Friday, excluding Bank Holidays.

Email

Sometimes it's easier to type out your thoughts and send them in an email. You can email us at info@thegasrooms.co.uk. Should we need to discuss any information with you, we may call you.

Letter

Alternatively, you may choose to write to us, but please remember to factor the postal service into our response time. You can write to us at: The Gas Rooms, Unit 26, Clawthorpe Hall Business Centre, Burton-in-Kendal, Carnforth, LA6 1NU.

If you're still not satisfied

If for any reason you're not happy with our response, please let the person that handled your complaint know. This will allow us to have the opportunity to see if there is anything further we can do. Once we're satisfied we've considered all aspects of your complaint, we will send you our final response.

External Awarding Bodies

If you are not satisfied with the outcome, you may be able to refer this through our qualifications awarding body complaints procedures. Full details of these procedures will be provided upon request.