

Customer Complaints Policy

Vanity Furr Ltd

At Vanity Furr Ltd, we strive to provide the highest level of care and service to both our clients and their pets. However, we understand that occasionally concerns may arise. This policy outlines how we handle customer complaints fairly, transparently, and efficiently.

How to Raise a Complaint

If you are unhappy with any aspect of the service you or your pet have received, please raise your concern as soon as possible. Complaints should ideally be raised at the time of collection or within 48 hours of the appointment.

You can contact us:

- In person
- By phone: 01953 797280
- By email: vanityfurrgrooming@outlook.com
- In writing: Vanity Furr Ltd, 52 Back Lane, Wymondham, Norfolk. NR18 0LB

Complaint Handling Process

We take all complaints seriously and will handle them as follows:

1. We will acknowledge receipt of your complaint within 2 working days.
2. A full investigation will be conducted within 7 working days.
3. We may request additional information, such as photographs or a written account.
4. A formal response and proposed resolution will be provided within 10 working days.

Resolution Options

Depending on the circumstances, possible outcomes may include:

- A written apology
- A re-groom or corrective appointment
- A partial or full refund (at our discretion)
- Advice and guidance for future visits

External Mediation Support

As a member of the Pet Industry Federation (PIF), Vanity Furr Ltd is committed to maintaining high standards of service. If we are unable to resolve your complaint internally, you may request support from PIF's mediation service, which is available to help facilitate a fair and impartial resolution. For more information, please visit: www.petfederation.co.uk

Record Keeping

All complaints will be logged and reviewed periodically to help us improve our services and training.