

Owen Gibb & Sons Ltd - Complaints Policy

At Owen Gibb & Sons Ltd, we pride ourselves on our good reputation and we always aim to deliver the best service we can to our customers.

If you think that we have fallen short of the standards you expect from us, please do let us know and we will investigate any complaint and will aim to resolve it quickly and efficiently.

If you have a complaint about our services please contact us either by phone, by email or in writing by using the details set out below:

By phone: 0131 441 7999

By email: admin@owengibbandsons.co.uk

In writing: Owen Gibb & Sons Ltd, 34 Bridge Road, Edinburgh, Scotland, EH13 0LQ

We will aim to resolve your complaint quickly, but if the matter requires further investigation or should we require to look into the matter in more detail we will let you know when to expect a response from us. We will always aim to resolve complaints within four weeks but if for any reason this isn't possible, we will contact you in writing or by email to let you know the reasons why and how long we expect it might take to resolve the issue.