



Complaint Policy.

Fast Track Services is committed to providing a high-quality service to everyone we deal with. In order to do this, we need you to give us any comments about our service, and to tell us when we get things wrong. We want to help you resolve your complaint as quickly as possible.

We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Courtesy and Respect

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our staff dealing with your complaint with the same courtesy, respect and fairness

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant. Such situations are rare, however, should they happen, we will cease communication with the complainant immediately.

How to Make a Complaint

You can make a complaint in a number of ways, by e-mail: complaints@fastrackservices.co.uk

or by post to:

Attention: Complaints

Fast Track Services (FTS) Ltd

Unit 1 527 Green Lane

Ilford, Essex

IG3 9RH



How we will respond to your complaint:

Stage 1

Complaint received and logged

Acknowledgement by phone call within 24 hours in order to resolve.

If not resolved by phone acknowledgement sent within 5 working days in writing

Full response sent in 20 working days

Are you happy with response?

Yes. Complaint closed lessons drawn-thank you

No. Ask for a review of our response

Stage 2

Acknowledgment sent within 5 working days

Complaint sent to Director to review

Full Response sent within 20 workings days

Are you happy with the response?

Yes. Complaint closed and any lessons drawn-thank you

No. Consider sending your complaint to Removals Ombudsman