Customer Complaints Procedure

George Robertson (Shetland) Ltd | F11 | Public customer policy

1. Our commitment

We aim to handle every complaint fairly, sensitively, consistently and promptly. This procedure covers our appliance retail business, GR Kitchens, electrical contracting, solar PV, battery storage and EV charging services, and our consumer finance / credit broking activities. We use feedback to improve our services and maintain a record of complaints and their outcomes.

Complaints are handled confidentially, subject to sharing information where necessary to investigate the matter, comply with the law or refer a dispute to an appropriate body. Our Privacy Policy explains how personal information is handled.

2. How to contact us

Complaints handler: Lewis Moncrieff, Director

George Robertson (Shetland) Ltd, 3–4 Carlton Place, Lerwick, Shetland, ZE1 0ED

Telephone: 01595 692915 | Email: mail@grdirect.co.uk | Website: www.grdirect.co.uk

You may complain in person, by telephone, email or letter. Please tell us what happened, when it happened, the relevant order or project details, and what outcome you are seeking. You do not have to make a complaint in writing for it to be considered.

3. Stage 1 — Raise the concern

Please contact us as soon as reasonably possible. We will try to resolve straightforward issues promptly and informally where appropriate. If you remain dissatisfied, or if the matter needs further investigation, we will handle it as a formal complaint. A complaint about a member of staff can be referred directly to the Director.

4. Stage 2 — Formal investigation

We will log your complaint, identify an appropriate person to investigate and acknowledge it within three working days,wherever practicable.
We will review relevant records, speak to those involved and arrange an inspection or site visit where needed.
For non-finance complaints, we aim to provide a substantive response within 14 working days. If more time is needed, we will explain the delay, provide a progress update and give a revised expected response date.
Our written response will explain our findings, any proposed action and how to escalate the matter if you remain dissatisfied.
These internal targets do not replace any statutory or scheme-specific deadlines. Complaints about regulated finance activities follow the additional rules in Section 6.

5. Stage 3 — Independent escalation for eligible installation disputes

Where the complaint concerns work covered by our HIES Consumer Code membership, you may contact HIES for assistance or access to its applicable alternative dispute resolution arrangements. Eligibility and the available process depend on the contract and scheme rules.

HIES: 0344 324 5242 | info@hiesscheme.org.uk | www.hiesscheme.org.uk

HIES, Centurion House, Leyland Business Park, Centurion Way, Farington, Leyland, PR25 3GR.

Other products or services may have different manufacturer, warranty, accreditation or statutory complaint routes. We will explain any relevant route in our response. Nothing in this procedure limits your statutory consumer rights.

6. Complaints about consumer finance or credit broking

George Robertson (Shetland) Ltd acts as a credit broker, not a lender. Our Financial Conduct Authority firm reference number is 718263. Complaints about our regulated credit broking activities are handled in accordance with the applicable FCA complaint-handling rules (DISP).

We will investigate fairly and promptly and keep you informed. Where a regulated complaint is resolved by the close of the third business day after receipt, we will provide a summary resolution communication where required.
Otherwise, we will normally issue a final response within eight weeks of receiving a regulated complaint, or explain why we cannot yet provide one and inform you of any applicable Financial Ombudsman Service referral rights.
If you are an eligible complainant and remain dissatisfied with our final response, or eight weeks have passed without a final response, you may be able to refer the complaint to the Financial Ombudsman Service free of charge.
Normally, a referral must be made within six months of the date of our final response, subject to the Ombudsman's rules and any applicable exceptions.
Financial Ombudsman Service | Telephone: 0800 023 4567 | Website: www.financial-ombudsman.org.uk

If your concern relates to a lender's decision, credit agreement or conduct rather than our credit broking service, the lender may be responsible for investigating it. We will help identify the appropriate organisation where possible.

7. Oversight and review

The Director is responsible for overseeing this procedure, reviewing complaint records and identifying recurring issues. We review the policy at least annually and sooner if legislation, FCA rules, consumer code requirements or our services change.

Adopted: 29 September 2024 | Supersedes review dated: 17 January 2025 | Last reviewed and updated: 17 November 2026

Last reviewed: 17 November 2026 • Policy owner: Lewis Moncrieff, Director

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