



Eiddo Cyf
13 Stanley Street
Caergybi
Ynys Mon
LL65 1HG

01407 761403
complaints@eiddo-cyf.cymru

Complaints Procedure

Eiddo is committed to providing the best possible services to its customers.

However, sometimes things go wrong and if they do we are committed to resolving the problems with the minimum of inconvenience to our customers.

We have a simple complaints procedure which is geared to resolve matters quickly and effectively.

1. Please submit your complaint in writing to the above postal or email address.

We aim to respond to your complaint within 7 working days of receiving the complaint.

2. If you are not satisfied with the outcome (or 4 weeks have elapsed since you submitted the complaint) you may take up the matter with the Property Redress Scheme as follows:

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH



03333219418

info@theprs.co.uk

