

## **BIG YELLOW SELF STORAGE / ARMADILLO SELF STORAGE**

### **CUSTOMER COMPLAINTS HANDLING POLICY**

Big Yellow Self Storage and Armadillo Self Storage\* are committed to providing a high quality of service to all our customers.

If you have a complaint, please contact us at the store so we can seek to put it right. Should you not be happy to discuss it with the store team, they will be able to give you the contact details of their Line Manager to discuss your complaint further with.

Or you could use the “Feedback and Complaints” section on our website to lodge your complaint and to ensure a swift response to your concerns.

Should you wish to contact us using an alternative method please use one of the following below and provide:

- Your full name, address or email address and telephone number
- The store your complaint relates to.
- If you are a current customer, your room number.

Telephone: 0800 783 4949 \*\*

Email: [CustomerComplaints@bigyellow.co.uk](mailto:CustomerComplaints@bigyellow.co.uk)

Letter: Customer Complaints  
Big Yellow Self Storage  
1-2 The Deans  
Bridge Road  
Bagshot  
Surrey  
GU19 5AT

Please note that complaints by email should only be directed to the above address to ensure they are dealt with as quickly as possible. This address is monitored during all business hours. Any complaints directed to any individual’s email address may not be handled as promptly as the above.

Your complaint will be passed to the appropriate Line Manager, who will investigate and endeavour to respond to you within two working days of receiving your complaint.

#### **Unresolved Complaints**

If you have already spoken to someone about your complaint and they have not been able to resolve it in a manner satisfactory to you, please contact us via the contact details above. Again, please kindly provide:

- Your full name, address or email address and telephone number
- The store your complaint relates to.
- If you are a current customer, your room number.
- Details of your concerns as to why your complaint remains unresolved.

*\* Armadillo Self Storage facilities are managed by .Big Yellow Self Storage Company Ltd, a subsidiary of Big Yellow Group PLC and part owned by Big Yellow Holding Company Ltd, a subsidiary of Big Yellow Group PLC.*

*\*\*For call charges please contact your service provider.*

## **All Other Complaints**

In the unlikely event that you remain dissatisfied with our conciliation and response to your complaint, you have the right to use the Centre for Effective Dispute Resolution (CEDR) to try to resolve the complaint amicably, by using an Alternative Dispute Resolution Procedure (Adjudication). Our intention would be to participate in this process with you before either party taking any relevant court proceedings.

The contact details for CEDR are as follows:

Telephone: 020 7520 3800  
Email: [www.cedr.com/consumer](http://www.cedr.com/consumer)

You will be required to complete an Application Form for the service and to pay a small administration fee to CEDR.

### **OUR SERVICE COMMITMENT TO YOU:**

Our commitment to you when we deal with your complaint is as follows:

- We will treat you as an individual and with consideration, endeavouring to understand the concerns you raise from your perspective.
- We will aim to resolve your concerns as quickly as possible through conciliation. We appreciate your time is valuable.
- At all times we will keep you informed regarding the process of any investigation we have to complete and expected timescales in which we will contact you.
- The Big Yellow / Armadillo team Line Manager you speak to will have the authority to resolve your concerns.
- Should we be unable to resolve your concerns we will tell you why and outline any further options open to you if this is applicable.
- We will always learn from what you tell us and ensure action is taken to resolve the points raised.

Your feedback allows us to gain valuable insight into areas where our teams and business processes are not correctly customer focused. This helps us understand where we need to improve.

All customer feedback - whether positive or negative (a complaint) - is monitored, whether that be through the above complaints process, through our external customer reviews, or through social media in order to act on trends noted and to seek to further improve our customer experience.

*Updated 9 November 2020*