

Complaints Procedure

Forever Cherished Gifts Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our customers however when something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a dispute, please email info@forevercherishedgifts.com with the details. We will aim to respond with an appropriate solution within 8 days.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within 48 hours of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint.
3. We will email you a written reply to your complaint, including our suggestions for resolving the matter, within 6 days of sending you the acknowledgement letter.
4. If you are not satisfied with our response or wish to raise the matter more formally, please write to us. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
5. Please let us know if you are happy with our services.