

How to Contact Us



At Green Space UK, we value your feedback and strive to address your enquiries promptly to ensure your satisfaction.

Please reach out through any of the following channels should you have any questions or concerns.

Our customer service representatives are available to assist you from Monday to Friday, between 9:00 am and 5:30 pm.

Your communication is important to us, and we are dedicated to providing timely assistance.

Call: 0800 6525 157

- Sales Enquiries - *Option 1*
- Orders & General Enquiries - *Option 2*

Email: info@gogreenspace.co.uk

**Post: Green Space (UK) Ltd
Crow House
Crow Arch Lane Industrial Estate
Units 9-10 Crow Arch Lane,
Ringwood. BH24 1PD**

We recognise that issues can arise, and it is our priority to address them promptly and professionally and provide you with a straightforward and efficient process for expressing any concerns or issues.

Our complaints procedure:

Please reach out to our Customer Care Team through any of the below channels, ensuring to include your contact information and a detailed description of the matter at hand.

Call: 0800 6525 157 - *Option 2*

Email: customer.care@gogreenspace.co.uk

**Post: Green Space (UK) Ltd
Crow House
Crow Arch Lane Industrial Estate
Units 9-10 Crow Arch Lane,
Ringwood. BH24 1PD**

Regardless of your chosen method of contact, we assure you that:

- Your complaint will be promptly acknowledged within one business day.
- We will furnish you with the necessary details of the responsible party, including their contact information.
- A comprehensive and unbiased investigation into your complaint will be conducted.
- Every effort will be made to expedite the resolution of the matter.
- Endeavour to schedule a home visit within fourteen days, if necessary.
- Maintain consistent communication to keep you updated on the progress.
- Deliver a final resolution within eight weeks.

Financial Services Complaints Procedure:

All financial services will undergo investigation following the complaint process outlined above.

If dissatisfied with our financial services investigation outcome, you may escalate to the **Financial Ombudsman Service** within six months of our response. This independent body provides free resolution for unresolved complaints.

Additionally, if we fail to furnish a written response within **eight weeks** of receiving your complaint, they will intervene and investigate your case.

You can contact the Financial Ombudsman Service via:

Call: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

**Post: Exchange Tower
Harbour Exchange
London. E14 9SR**