

Complaint folder

Are you dissatisfied with me? Do you have questions or comments about my services? Let me know. I would like to talk to you and find a solution together.

It may be that you remain dissatisfied despite a conversation.

In that case, you may consider submitting a complaint via the complaint book:

ESTE ESTABLECIMIENTO TIENE LIBRO THE "QUEJAS/ADMINISTRATION" A DISPOSICIÓN DEL CONSUMIDOR QUE LA SOLICITE.

This complaint book is mandatory in Spain for every company that is aimed at consumers. It is a very serious matter in Spain. I am obliged to hand you the complaint form when you ask for it. It is a free procedure.

You fill in the form, describing your complaints and, if possible, a proposal for the solution (money back, compensation, etc.). You leave a copy of the form with me. I have 10 working days to respond to your complaint. If I do not do that, or if you do not find my solution satisfactory, you should send a copy of the form to the "Servicio de Consumo" in your province.

In the larger cities this can usually also be done at the municipality. Addresses and fax numbers can be found on the Internet. If you send something by mail or by fax, make sure that this is done by registered mail. Include all relevant information (bills, correspondence, etc.). Within a relatively short time you will receive either a letter with the request for more information or an invitation for a mediation meeting with a representative of the company in question, or to appear before an arbitration committee. They will help you find a solution and / or make a statement about the case.