



COMPLAINTS POLICY

Updated: July 2024

The company strives to provide excellent customer service and ensure that all of our customers are happy with our work.

On the rare occasion that a customer has a complaint, we will strive to deal with it quickly and efficiently, using the following process.

1. Review of work and discussion with client

Having spoken to a customer who is unhappy with the standard of work or the quality of service from the company, or on receipt of a formal complaint from a customer, the company Director will arrange to meet with the customer at the address of the property where the work has been carried out.

Where a face to face meeting is not possible, the Director will speak to the customer over the phone.

The purpose of such a meeting or conversation would be to ensure that the Director fully understands the nature of the complaint and the actions needed to address it.

2. Agreement of action required

Following the conversation described above, the Director will set out in writing for the customer the agreed actions required in order to make good the work.

The Director will propose a timeline for completion of those actions; the timeline will be dependent on the nature of the works involved but the company will strive to ensure that all complaints are resolved within one month of receipt.



3. Agreement of next steps

The company will ask for agreement of the actions required in writing from the customer. Following such agreement, the work will be programmed for a mutually convenient time, aiming where possible to ensure that the work is complete within one month from the date that the complaint was received.

4. Resolution

Following completion of the works agreed in steps two and three above, the Director will contact the customer to ensure that the works have been completed to their satisfaction and that there are no outstanding issues. Following resolution, the company will issue their invoice for the original job as agreed, which will be subject to the usual payment terms. If an amendment to the original quote was agreed during steps two and three, this will be reflected in the invoice.

5. Complaints log

All complaints received will be logged by the company and the details of all complaints received (and subsequent actions) will be retained for two years.

Policy to be reviewed annually.