

COMPLAINTS PROCEDURE

The policy of our organisation is to deal with all customer complaints fairly. To achieve this we have implemented the following procedures within our business:

1. All complaints are recorded and will include details about the date when the complaint was received, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded.
2. Any complaint will be acknowledged in writing to the complainant confirming that it is being dealt with in accordance with our complaints policy.
3. We undertake to investigate any complaint properly and fairly
4. We will acknowledge all complaints within a period of three working days and provide a full response within 2 weeks.
5. Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in the shortest possible time.
6. Where it is impractical to resolve the complaint to the satisfaction of the customer, the complaint may be referred to our trade associations, the Building and Engineering Services Association or Select for assistance.

The named person below has overall responsibility for dealing with all complaints

Name: Gordon McArthur

Position: Managing Director

Date: Jan 2019

Review Date: Jan 2020