

Compliments and Complaints Policy

Making a complaint

We aim to provide truly excellent services at all times. However, in the very rare event that our services may not meet your expectations we want to know about it.

We will do our very best to resolve the issue quickly and efficiently and use your complaint to continue to improve the service we provide.

Talk to us first:

If you are not happy with the service you've received, please talk to us first. Tell us why you're unhappy and what you want us to do to resolve this. Often this will sort the problem out on the spot, without needing to fill in forms or to put your complaint in writing. However, if you are not happy with our response you can make a formal complaint.

Making a formal complaint:

If you still feel there is no other option than to make a formal complaint please email us using the following email address: enquiries@cdecuk.co.uk

Compliments:

We'd love to know if you have received great service or if someone has been especially polite or helpful. We will thank the member of staff ourselves and ensure they are praised effectively for doing a good job.

Whenever someone praises the service, it has a direct impact on our standards, because we want to keep up the good work! Positives are motivational and drive us even further in our dedication to continuous improvement.

If you would like to provide us with positive feedback about a particular member of staff or any aspect of our services, you can do so by leaving us a testimonial on our website, or by emailing enquiries@cdecuk.co.uk