



## **Complaints Policy**

We are committed to providing a high standard of service to every customer. However, if you are dissatisfied with any aspect of our work, we aim to resolve the issue as quickly and efficiently as possible.

After the work has been completed, please inspect it carefully to ensure everything has been carried out in accordance with the agreed contract and to the standards we strive to deliver. If, for any reason, you are not completely satisfied, please contact us as soon as possible so that we can address and rectify any issues promptly.

## **Our Complaints Procedure**

You can contact us by telephone, email, or in writing to raise your complaint.

We aim to acknowledge and respond to all complaints within 10 working days of receipt and, where appropriate, will provide a proposed timescale for resolving the issue.