

COMPLAINTS PROCEDURE

GT Electrical | gtelectrical.info

Our Commitment

We are committed to providing a high standard of service to all our customers. However, we recognise that things can occasionally go wrong. We welcome feedback and take all complaints seriously, using them as an opportunity to improve our services.

Our aim is to handle every complaint fairly, respectfully, promptly and transparently.

1. How to Make a Complaint

If you are unhappy with any aspect of our service, please contact us using the contact details provided on our website.

When submitting a complaint, please include, where possible:

- Your full name and preferred contact details.
- Details of the service or matter your complaint relates to.
- A clear description of what went wrong.
- The date or dates of the incident, if applicable.
- Any relevant supporting information.
- What you would like us to do to resolve the issue.

You can submit your complaint in writing by email or through our website contact form, where available.

2. Acknowledgement of Your Complaint

We will acknowledge receipt of your complaint within 5 working days. We may contact you if we require further information to understand the circumstances or investigate the matter fully.

3. Investigation

Your complaint will be reviewed fairly and objectively by an appropriate member of our team. We will consider the information you provide, review any relevant records and, where necessary, speak to the people involved.

We aim to complete our investigation and provide a written response within 15 working days of receiving your complaint. If the matter is complex or requires further investigation, we will let you know if additional time is needed and provide an updated timescale.

4. Our Response

Once our investigation is complete, we will explain our findings and the outcome of your complaint.

Where appropriate, we may offer one or more of the following:

- An explanation or clarification.
- An apology.
- Corrective action to address the issue.
- A review or improvement of our procedures.
- Another reasonable solution, where appropriate.

We will explain the reasons for our decision and any action we intend to take.

5. If You Are Not Satisfied

If you are unhappy with the outcome, you may ask us to review our decision. Please explain why you disagree with the outcome and provide any additional information you would like us to consider.

Where possible, the review will be carried out by someone who was not directly involved in the original investigation. We will inform you of the outcome of the review and any further options available to you, where applicable.

6. Confidentiality and Data Protection

We will handle complaints sensitively and keep personal information confidential to the extent reasonably possible. Information will only be shared where necessary to investigate and resolve the complaint, or where we are legally required to do so.

Any personal information collected during the complaints process will be handled in accordance with applicable data protection legislation and our Privacy Policy.

7. Our Commitment to Fair Treatment

We will not treat anyone unfairly for raising a complaint in good faith. All complaints will be considered on their individual merits, without discrimination. We ask that everyone involved communicates respectfully so that concerns can be addressed constructively.

8. Contact Us

To make a complaint or request further information about this procedure, please contact us using the details below.

Business name: GT Electrical

Email: gordon@gtelectrical.info

Website: gtelectrical.info

We appreciate your feedback and thank you for giving us the opportunity to address your concerns and improve our service.

This procedure may be updated from time to time to reflect changes to our services or applicable requirements.