

Feedback, Complaints & ADR Statement

At DLA Electrical, we take pride in delivering high-quality work and clear communication. If you have feedback or a concern, we want to hear it — and resolve it quickly.

Feedback & Complaints Procedure

Step 1: Contact Us Directly

Please email dan@dlaelectrical.co.uk or call 07900 123456 with your concern.

We aim to acknowledge all complaints within 5 working days and resolve them within 28 days.

Here's your statement formatted cleanly for PDF — lean, professional, and ready to drop into your quote template or website:

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Step 2: Internal Review

If the issue isn't resolved to your satisfaction, it will be reviewed by Dan personally.

We'll provide a clear response outlining findings and any proposed resolution.

Step 3: Independent ADR

If we're unable to resolve your complaint internally, you may refer it to an independent Alternative Dispute Resolution (ADR) provider.

We recommend:- • UtilitiesADR • CDRL Utilities ADR

Both are free for consumers and impartial.

We keep a log of all complaints to improve our service and ensure transparency.

This procedure is designed to be fair, efficient, and respectful of your time.