



Complaints Policy

Palace Gate Building Services Limited

Services provided by: Floors, Doors & More)

Introduction

1. Palace Gate Building Services Limited (Floors Doors & More) (hereinafter referred to as "the Company") is steadfastly dedicated to delivering construction, joinery, and related services of the highest standard, performed with reasonable care, skill, and diligence in accordance with the Consumer Rights Act 2015.
2. The Company is committed to ensuring the satisfaction of all customers, striving to promote trust in every project undertaken, while upholding the principles of integrity, equity, and propriety in all dealings.
3. Clients may rest assured that we deliver our services with the oversight of a director with over 25 years of experience as a qualified bench joiner, cabinet maker, and carpenter. Additionally, our operations are informed by a further 30 years of expertise in

property management, property and lettings law, and building regulations, ensuring a comprehensive and professional approach

4. The Company was established with the underlying intention to distinguish our business and set ourselves apart from the negative stereotypes that so often exist within the construction industry. Transparency and equitable treatment are the foundational core underlying principles of what we do. Whilst the Company is not a charity and was intentionally not incorporated as such, specifically to eschew reliance on tax breaks associated with charitable status, it indirectly supports the welfare of disabled children and adults through its operations and, in certain instances, provides employment opportunities to disabled adults. This unique approach was crafted to exemplify and affirm the principle that the delivery of high-quality goods and services can be inclusive and supportive of disabled people, demonstrating that this is entirely achievable within the construction industry and beyond, reflecting our steadfast commitment to social responsibility and equitable practices, without the need for a charity or Community Interest Company (CIC) model that seeks fiscal advantages through association with, or arguably by virtue of, the exploitation of disabled people.
5. The Company maintains an exemplary record of high standard of workmanship, as evidenced by our exceptionally low incidence of complaints and our numerous positive reviews and feedback from a diverse client base, including professionals, vulnerable individuals, and their representatives.
6. We adhere strictly to our professional remit, focusing typically on specialised joinery and carpentry services, and we diligently refrain from overstepping our professional boundaries (for example gas or certified electrical work) by engaging in “multi-trading” activities outside of the scope of our expertise or certification. This dedication

to specialisation ensures that our services are of the highest calibre, and while our pricing we concede is not the lowest, our charges are just and commensurate with the quality and expertise we provide.

7. The fundamental principle of our policy is that, where the Company is found to be at fault or where evidence suggests potential fault, we will provide expeditious rectification promptly and without quibble, ensuring our customers' concerns are addressed fairly and efficiently.
8. The Company takes a resolute yet courteous stance against baseless complaints lacking merit or attempts to intimidate us into providing gratuitous labour without legitimate basis, as such actions contravene the very principles of fairness and equity upon which we operate.
9. This Complaints Policy (hereinafter "the Policy") sets out the procedure for lodging and resolving complaints in a fair, transparent, and timely manner, in compliance with applicable consumer protection legislation, including but not limited to the Consumer Rights Act 2015 and the Consumer Protection from Unfair Trading Regulations 2008.

Scope of the Policy

10. This Policy applies to all customers who have engaged the Company for construction, joinery, or related services, whether as consumers or businesses. It covers complaints relating to the quality of service, materials, workmanship, or any other aspect of the Company's performance. The Policy does not apply to disputes unrelated to the Company's services, such as third-party actions or events beyond the Company's control.

Making a Complaint

11. **Method of Submission:** Complaints must be submitted in writing to the Company's designated email address: info@palacegatebuildingservices.co.uk. Complaints or concerns should be lodged as soon as the need arises, to enable prompt investigation and resolution. While written submission via email is preferred to ensure clarity and record-keeping, customers may also contact the Company by post at Palace Gate Building Services Limited (Floors Doors & More), 11 Whipton Village Rd, Exeter EX4 8AN, or by telephone at 07361 111 630 to discuss (text or WhatsApp) their concerns, following which a written summary of the conversation and any agreed action points will be confirmed in writing by email to avoid any future misunderstandings.
12. **Details Required:** To facilitate efficient handling, complaints should include the following details:
 - a. The customer's full name, address, and contact information.
 - b. A detailed description of the complaint, including dates, nature of the issue, and any relevant contract or invoice references.
 - c. Any supporting evidence (e.g., photographs, correspondence).

The customer's preferred resolution or remedy.

13. **Accessibility:** The Company is committed to ensuring accessibility for all customers. If you have difficulty submitting a written complaint due to a disability or other barrier, please contact us by telephone, text, WhatsApp, audio message at 07361 111 630 and we will make reasonable adjustments under the third requirement of S.20 of the Equality Act 2010 to assist you in lodging your complaint, in

accordance with our equality duties under the law as a service provider.

Complaints Handling Process

14. **Acknowledgement:** The Company will acknowledge receipt of your complaint in writing no later than three (3) working days of receiving it, though we endeavour to respond more promptly where feasible. This acknowledgement will confirm that your complaint is being investigated and provide an estimated timeframe for a final response. In some straightforward cases, the acknowledgement may also serve as the final response.
15. **Investigation:** The Company will conduct a thorough investigation into your complaint, commensurate with its complexity. This may include reviewing relevant documentation, inspecting the work (if necessary and agreed upon), and consulting with relevant personnel or third parties involved in the project. Where appropriate, we may seek an independent expert opinion to validate our initial findings and conclusions. We may contact you to request additional information or arrange a site visit, if necessary.
16. **Final Response:** In most cases, the Company will provide a final written response within seven (7) working days of receiving your complaint, frequently more expeditiously. This response will detail the findings of our investigation, whether the Company accepts fault, and the proposed resolution. If a longer investigation period is required (e.g., due to the complexity of the issue or the need for third-party input), we will inform you in writing of the revised timeframe and keep you updated on progress.
17. **Remedy and Rectification:** Where the Company determines that it is at fault, we will provide a remedy or rectification without question or quibble avoiding delay, in accordance with the Consumer Rights

Act 2015. This may include, but is not limited to, repeating the service to the required standard, repairing or replacing defective materials, or offering a price reduction, as appropriate. The remedy will be agreed upon with the customer and implemented promptly, fairly, and expeditiously.

18. **No Fault Found:** If the Company determines that it is not at fault (e.g. due to customer misuse, neglect, or third-party actions), we will provide a detailed explanation of our findings, supported by evidence where applicable and available. We will also outline any alternative solutions or remedies available, such as a chargeable repair or replacement service, if requested.

Escalation and Alternative Dispute Resolution (ADR)

19. **Internal Review:** If you are dissatisfied with the Company's final response, or you have new previously unconsidered information to raise you may request an internal review by writing to info@palacegatebuildingservices.co.uk or by posting a letter to Palace Gate Building Services Limited (Floors Doors & More), 11 Whipton Village Rd, Exeter EX4 8AN within 14 days of receiving the response. The review will be conducted by a senior member of the Company and a response will be provided within 14 working days, subject to reasonable delays due to unforeseen circumstances beyond our control (force majeure). However, the Company will not engage in repetitive reviews in the absence of new or substantive material information, particularly where such requests are based solely on disagreements with the original findings, as this would unduly prolong the resolution process without advancing a fair outcome.
20. **Alternative Dispute Resolution (ADR):** If the complaint remains unresolved after the internal review, or if you prefer an independent

resolution, you may refer the matter to an Alternative Dispute Resolution (ADR) provider. The Company is committed to cooperating with ADR processes in accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. Details of an approved ADR provider can be found by contacting the Citizens Advice Consumer Service at 0808 223 1133 or visiting www.citizensadvice.org.uk for assistance in finding an appropriate provider.

21. **Participation in ADR:** Please note that ADR is voluntary, and both parties must agree to participate. As a small business dedicated to fairness, the Company respectfully advises that, while we are open to engaging in ADR for genuine disputes, we are unable to bear the costs of ADR proceedings for complaints deemed baseless or lacking merit, as this would place an undue financial burden on our operations. We trust our valued customers will understand and appreciate this position, as it allows us to maintain our commitment to providing high-quality services at just and competitive prices.
22. **Legal Action:** If the complaint cannot be resolved through the above steps, you retain the right to pursue legal action. The Company will cooperate fully with any legal proceedings and provide all relevant documentation as required.
23. **Company's Right to Legal Action:** In keeping with our foundational commitment to equity and fair treatment, the Company may consider legal action in response to complaints deemed baseless and lacking merit, particularly where such actions disproportionately impact our operations and, by extension, our capacity to sustain the welfare of disabled children and adults associated with the Company as beneficiaries, whose well-being is directly supported through the financial resources generated by the Company's activities, as well as the ongoing employment of disabled adults. We

regard any attempts to undermine this objective and investment with the utmost seriousness, as such conduct reaching this threshold may constitute associative discrimination under Section 15 of the Equality Act 2010, given the unfavourable treatment arising in consequence of the disabilities of those we support.

Customer Rights and Transparency

24. **Consumer Rights:** This Policy does not affect your statutory rights under the Consumer Rights Act 2015, including your right to services performed with reasonable care and skill, and to a remedy if this standard is not met. For more information on your rights, you may contact the Citizens Advice Consumer Service at 0808 223 1133 or visit www.citizensadvice.org.uk.
25. **Transparency:** This Policy is available on our website at www.palacegatebuildingservices.co.uk and will be provided upon request. We are committed to ensuring transparency in our complaints handling process, in compliance with the Consumer Protection from Unfair Trading Regulations 2008 and will not impose unreasonable barriers to lodging a complaint.

Monitoring and Continuous Improvement

26. The Company is committed to using complaints as an opportunity to improve our services. All complaints will be logged, and feedback will be evaluated to identify areas for improvement in our processes, training, and customer service. We may contact you after resolving your complaint to seek feedback on your experience, though this is optional.

Contact Information

27. **For all complaints, please contact:** Timothy O'Donnell, Director

28. **Email:** info@palacegatebuildingservices.co.uk
29. **Post:** Palace Gate Building Services Limited, Floors Doors & More, 11 Whipton Village Rd, Exeter EX4 8AN
30. **Telephone/Text/WhatsApp:** [07361 111 630] (for initial discussion or accessibility assistance)

Policy Review

31. This Policy was first devised in March 2024 and will be reviewed annually or as required to ensure compliance with applicable laws and best practices. The Company reserves the right to update this Policy, and any changes will be published on our website.
32. **This policy is version: 2**
33. **This version was updated on:** 21st March 2025.
34. We trust like the overwhelming longstanding majority of our customers since 2015 that you should not find the need to make a complaint but if you do we strive to deal with these issues fairly and justly as set out above.

T O'Donnell

Timothy O'Donnell

Director