

Red Pencil Pest Control – Customer Complaints Procedure

1. Introduction

Red Pencil Pest Control is committed to providing a professional, safe, and effective pest control service to all customers.

If something goes wrong, we want to know so that we can put it right and improve our service.

This Complaints Procedure explains how customers can raise concerns directly with us, and what independent steps are available if the issue cannot be resolved.

2. Stage One – Raise Your Complaint with RPPC

If you have a concern or complaint about any aspect of our service, please contact us first so that we can investigate and resolve the matter quickly.

Email: info@redpencilpestcontrol.co.uk

Telephone: ☎ 01245 939 242

Please include:

- Your full name and contact details
- The date and location of the service
- A clear description of the issue
- Any supporting evidence (photos, invoices, reports, etc.)

We will:

- Acknowledge your complaint within **5 working days**
- Investigate and respond fully within **28 working days** wherever possible
- Keep you informed if more time is needed





Our aim is to resolve all customer complaints fairly, promptly, and professionally.

3. Stage Two – Escalation to the BPCA ADR Scheme

If you are not satisfied with our response or resolution you may choose to escalate to a third party. Red Pencil Pest Control is a **current member of the British Pest Control Association (BPCA)**, as such you may refer your complaint to the **BPCA Alternative Dispute Resolution (ADR) service**.

BPCA provides a **free, independent, and impartial mediation service** for customers of BPCA member companies. This service is approved by the **Chartered Trading Standards Institute (CTSI)**.

BPCA ADR Contact Details:

-  complaint@bpca.org.uk
-  01332 294 288
-  BPCA, 4A Mallard Way, Pride Park, Derby, DE24 8GX
-  www.bpca.org.uk/member-complaints

Alternative if you have found Red Pencil through Which? Trusted Traders Suggestion

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

Important:

Before contacting BPCA or Which?, customers must have completed the RPPC internal complaints process above.

BPCA / Which? will then review the matter and aim to mediate between you and RPPC in line with their own published Complaints Procedure.

4. Time Limits

Complaints should normally be raised with RPPC within **30 days** of the service date.
BPCA will only investigate complaints that are made within **12 months** of the trader's final written response.

5. Notes

- BPCA can only handle complaints relating to pest management work carried out by BPCA member companies.
- BPCA cannot enforce refunds or compensation but will mediate to achieve a fair and reasonable resolution.
- If legal proceedings are already underway, BPCA ADR cannot be used.

6. Commitment to Improvement

Every complaint we receive is logged and reviewed internally to help us improve our service delivery, communication, and technician training.

Thank you for helping us maintain high professional standards.

Andy Wood 24th October 2025

Managing Director

