

CUSTOMER COMPLAINTS HANDLING PROCEDURE

The Policy of our organisation is to deal with all Customer Complaints fairly. To achieve this, we have implemented the following procedures within our business:

1. All complaints are recorded in writing on our Complaints Record Sheet which will include details about the date of the complaint, the action required to resolve the complaint and the date when the action will be completed. Intermediate discussions about the complaint will also be recorded.
2. Any complaint will be acknowledged in writing to the Complainant confirming that it is being dealt with in accordance with our Complaints Policy.
3. We undertake to investigate any complaint properly and fairly.
4. We will respond to all complaints within a period of three working days.
5. Where we find that any work required or action is needed to resolve the complaint, then the work or action will be undertaken in the shortest possible timescale.
6. Where it is impractical to resolve the complaint to the satisfaction of the Customer, the complaint may be referred to our trade association, the BESA for assistance.

The person named below has overall responsibility for dealing with all complaints:



Tim Evans
Managing Director

Date: - 1st February 2019