

Parkside Roofing Ltd

Midlands Roofing Contractors



COMPLAINTS POLICY

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by customers are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. We believe complaints should be dealt with early, openly and honestly.

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems quickly. Either call us on 01527 835 686, or write to us at Parkside Roofing Ltd, Unit 31, Stourbridge Rd, Bromsgrove, B61 0AE, or email us at info@parksideroofing.co.uk, and we aim to respond within 2 days of receiving your complaint and, where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction, you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0117 981 2929**.

Complaints Procedure

- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 28 days.
- All complaints are responded to in writing by Parkside Roofing Ltd.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both Parkside Roofing Ltd and their customers.
- All oral complaints, no matter how seemingly unimportant, should be taken seriously.

- The director of the company should seek to solve the problem immediately if possible.
- All contact with the complainant should be polite, courteous and sympathetic.
- If the complaint is being made on behalf of the customer by an advocate it must first be verified that the person has permission to speak for the customer, especially if confidential information is involved. It is very easy to assume that the advocate has the right or power to act for the customer when they may not. If in doubt, it should be assumed that the customer's explicit permission is needed prior to discussing the complaint with the advocate.
- After talking the problem through, the company director should suggest a course of action to resolve the complaint. If this course of action is acceptable then the company director should clarify the agreement with the complainant in writing.
- If the complaint raises potentially serious matters, advice should be sought from a legal advisor. If legal action is taken at this stage any investigation by Parkside Roofing Ltd under the complaints procedure should cease immediately.
- Immediately on receipt of the complaint Parkside Roofing Ltd should launch an investigation and within 28 days should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individual(s) concerned.
- If the issues are too complex to complete the investigation within 28 days, the complainant should be informed of any delays.
- If a meeting is arranged the complainant should be advised that they may, if they wish, bring a friend or relative or a representative such as an advocate.
- At the meeting, a detailed explanation of the results of the investigation should be given and also an apology if it is deemed appropriate (apologising for what has happened need not be an admission of liability).
- After the meeting, or if the complainant does not want a meeting, a written account of the investigation should be sent to the complainant.
- The outcomes of the investigation and the meeting should be recorded on appropriate documentation and any shortcomings in Parkside Roofing Ltd's procedures should be identified and acted upon.
- Parkside Roofing Ltd's complaints procedure should be audited by the company director every six months.

NEXT REVIEW DATE: July 2017