

## Westoaks Builders Ltd - Complaints Procedure

Westoaks Builders Limited always aim to achieve the highest possible standards in all areas of our business, and particularly in dealing with our customers. There are of course occasions when things may not go to plan. This document sets out our general client care program and internal complaints procedure. This outlines how to make a complaint, and how you can expect your complaint to be handled.

### Complaints

If you are dissatisfied with any aspect of the service we provide, or wish to comment on ways we could improve these services, please note our complaints procedures as outlined below.

### General Client Care:

To improve our standards, we would like to be kept up to date on your views regarding the level service you have received. For general feedback please go to our website [www.westoakbuilders.co.uk](http://www.westoakbuilders.co.uk) where under the "Client Care" option, you can access and complete a simple electronic feedback form. Alternatively, we can provide a paper version if required.

Please direct your concerns to:

Email : [feedback@westoaksbuilders.co.uk](mailto:feedback@westoaksbuilders.co.uk)

Telephone: 01424 238142

### What happens next?

Once we have received the complaint, this will be passed to our customer service manager.

They will review the complaint and identify the department responsible for assessing the issues raised. We will then send a prompt, written acknowledgement providing early reassurance that we have received the complaint and that it is being dealt with.

We aim to ensure the customer is kept informed thereafter of the progress of the measures being taken for the resolution of the complaint.

A response will be made via letter, email or telephone.

You may contact us at any time to check on the progress of your complaint.

All complaints will have a final response within 8 weeks of the initial complaint being received by us.

### If you are still not satisfied with the outcome:

Please address any unresolved complaints, in writing, to Westoaks Managing Director:

Miss Sammy Noble  
Eastwood,  
Stubb Lane,  
Brede,  
East Sussex,  
TN31 6BN.

Last review date :- 09/11/18

S Noble

Managing Director

