

## Westoaks Builders Ltd - Complaints Procedure

Westoaks Builders Limited always aimed to achieve the highest possible standards in all areas of our business and particularly in dealing with our customers and those we contact regarding accounts we are collecting. There are of course times when things do go wrong. This document sets out our internal complaints procedure, and advises you how to make a complaint, and how you can expect your complaint to be dealt with.

### **We would like to know.....**

If you are dissatisfied with ANY aspect of the service we provide, for whatever reason, this is a complaint and will be dealt with under this procedure.

To improve our standards, we also want to know what you think of the service you have received. We would like to know if you think we have got things wrong, or when you have any suggestions that may improve our services.

### **Complaints form.....**

To make sure we get all the necessary information we have created a standard form which we would like you to use. Please email or telephone us for a copy.

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

Telephone: 01424 858186

You can use this form to make your complaint about a service, or any comments on how we can improve our services.

You can also use this form to tell us when you are dissatisfied with the outcome of an approach, or if you feel a grievance has not been properly resolved.

### **What happens next.....**

After you have sent your form to us it will go to our customer care service. They will read the complaint and identify the department responsible for dealing with it and send it on.

If your complaint can be dealt with quickly, you should get an answer from us within 10 working days of it being received. Response via letter, email or telephone whichever is the most relevant.

If the complaint is more complicated we will give you a progress report within 10 working days of it being received, and then a full report within a further 15 working days.

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

### **What happens if you are still not happy.....**

We hope that this procedure will be able to sort out most complaints. However if

**you still feel your complaint has not been resolved you can write to our Managing Director Mr Andy Noble at Unit 19 The Innovation Centre, Churchfields, Highfield Drive, St Leonards on Sea, East Sussex, TN38 9UH**