

## Complaints Policy.

UK Plumbing contractors will always endeavour to provide the best possible service and products for our customers. However, on rare occasions we understand that there may be times when our customers may not be completely satisfied.

After we have completed works, please could you inspect our work and ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything that you are not completely satisfied with please follow our complaints procedure below and we will respond promptly to ensure complete satisfaction.

### Our Complaints Procedure:

Either call us on 01252 334494

Or Email us at [accounts@ukplumbingcontractors.com](mailto:accounts@ukplumbingcontractors.com)

Or write to us at Unit 22 Belle Vue enterprise centre, Ivy Road, Aldershot, Hampshire, GU12 4QW (please request proof of receipt if posting)

We aim to respond within 2 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>