

ELECTRIX SOLUTIONS LIMITED

Complaints Policy

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 in our complaints record book which will include details about the date when the complaint was received, 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 **five** working days.
5. Where we find that any work is required or action needed to resolve the complaint then the work or action will be undertaken in **the shortest possible time**.
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 Heating and Ventilating Contractors' Association for assistance.

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

Name: **Mr David Marriott**

Position: **Managing Director**

Date:.....

I,**[Name of Employee e]**, acknowledge receipt of, and accept my responsibilities, under the above Policy as operated by the Company

Signed.....Date.....