

COMPLAINTS PROCEDURE

INTRODUCTION

JR roofing aim to provide the highest standard of workmanship and customer service. We are continually striving to maintain our 5* service as well as improve on our services where possible. Customer feedback is very important to us and we value any suggestions you may have for us moving forward. The information gained from customer complaints and feedback enables us to ensure continuous improvements to the services in which we offer.

This procedure outlines the aims of the business when dealing with complaints and sets out what the customer can expect.

HOW TO COMPLAIN

We request that all complaints are put in writing via email to: **info@jrroofinglancs.co.uk** or by post addressed to:

Mr J. Morrison

42 St Andrews Road South

Lytham St Annes

FY8 1PS

TIME LIMIT

We ask that a complaint be made no later than 12 months after the date the event occurred or, if later, the date that the complainant became aware of the event.

The time limit will not apply if JR ROOFING LANCS LIMITED is satisfied that the complainant has good reason for not making the complaint within the time limit and despite the delay, it is still possible to investigate the complaint fairly and effectively.

COMPLAINT PROCESS

We shall aim to acknowledge your complaint within three working days and offer you the opportunity to discuss your concerns face to face.

Any complaints will be dealt with fairly, efficiently and in a consistent manner throughout.

If your complaint is regarding a member of staff it will be fully investigated by talking to the team/team members involved and taking any necessary action. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will then be informed that disciplinary procedures have taken place, but as these are confidential, you will only be informed of any outcome outside of these procedures.

If your complaint is regarding the works carried out the customer shall afford the company and its insurers the opportunity of inspecting such works and carrying out any remedial works if appropriate.

You will receive a response to your complaint within 28 working days of its receipt. If for any reason it is not possible to deal with your complaint during this period, we shall write to you with the reason for this delay.

This does not affect the customers rights to remedy under the Consumer Rights Act 2015.

DISPUTE RESOLUTION

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 456 6031** or via their website: **<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>**