



2 Morton Close
North Marston
Buckinghamshire
MK18 3PT

01296 670777
07902 300916

www.jrplumbingandheatingltd.co.uk
enquiries@jrplumbingandheatingltd.co.uk



COMPLAINTS POLICY

We always endeavour to provide the best possible service and quality workmanship for all our customers however, on rare occasions we recognise that there may be times where our customers may not be completely satisfied. In these situations, we want to act quickly to resolve all situations to ensure that the customers are left feeling satisfied and that we have resolved the situation to the best of our abilities.

To ensure we can put things rights promptly, please read our complaints procedure below:

- During and after completion of the work that JR Plumbing and Heating are completing for you, please inspect the work to ensure everything has been carried out to our usual high standards.
- If in doubt, please contact us immediately to discuss your concerns so that we can put them right. Preferably whilst we are still undergoing the work. Call us on 01296 670777 or 07902300916, alternatively please email us at enquiries@jrplumbingandheatingltd.co.uk.
- Where is it a manufactory fault we will contact them directly and swiftly to get a resolution. We will also aim to keep you informed at all time what and when the problem will be resolved.
- We will aim to get back to all complaints within 7 working days and always aim to keep you informed along the process of dealing with the complaint.

Where we cannot resolve a complaint 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 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

