

1.4 COMPLAINTS PROCEDURE

In the event of a complaint on either:

- Workmanship issues
- Un-professional conduct
- Any matters arising

Contact the Managing Director of the company: Collinson Contracts Limited and they will endeavour to rectify the matter. The Companies policy is to deal with all complaints professionally and with urgency and may rely on the information gained to improve services.

Procedure

- Contact the Managing Director (as above) highlighting the nature of the complaint
- towards the company. This can be done either by calling the telephone number listed
- above or by E mail:
- The Managing Director will undertake a thorough investigation into the complaint and
- review his findings
- Within 48 hours the Managing Director will issue to the complainer what remedial actions
- are to be taken / have been taken to rectify the situation
- As requested by the complainer the Managing Director will hold a meeting (if deemed
- necessary) to discuss the complaint in full and discuss a mutually agreeable solution
- If by process of circumstances the company cannot resolve the matter immediately, the
- Managing Director will stipulate in writing the procedures and actions for rectifying the
- complaint

In all circumstances the company will address situations of emergency repair within 48 hours, if not sooner (weather permitting) then look to discuss the circumstances and nature of the complaint afterwards.

The company Collinson Contracts Limited prides itself in obtaining good working relationships with their clients and persons engaged and will work tirelessly to ensure work carried out is done to the highest standards and in a professional manner at all times.