



## **COMPLAINTS POLICY**

**We always endeavour to provide the best possible service for our customers and we rely on feedback in order to monitor and improve our standards.**

**We recognise that on rare occasions there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.**

Upon completion please inspect the work to ensure everything has been carried out to our usual high standards and discuss anything that concerns you with the engineer on site.

If you are still not completely satisfied please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 0208 301 3588, or write to us at 28 Standard Road Bexleyheath Kent DA6 8DP or email us on [support@berkeleyheating.co.uk](mailto:support@berkeleyheating.co.uk) and we aim to respond within 3 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

In the unlikely event that we cannot remedy your complaint we use a Dispute Resolution Ombudsman and you may wish to refer your complaint to them. If you wish to do so please call 0333 241 3209.