

Complaints procedure

I make every effort to avoid anybody feeling they have cause to make a complaint, but in the unlikely event of dissatisfaction with any aspect of the service received on behalf of WTF Electrical Services Ltd., this complaints procedure may be followed to try and achieve an amicable outcome.

INFORMAL PROCEDURE

Stage 1. Notification.

If the complaint is in regard to the quality of workmanship or supplied goods, then a claim can be made under [my guarantee](#) and I will make every effort to put it right quickly and to your satisfaction, however if the guarantee doesn't apply, or if you want to pursue a complaint regardless of the guarantee, then you should detail the issue to me in writing in the first instance.

Stage 2. Logging and investigation.

Upon receiving the complaint, it will be placed in the complaints file and an acknowledgement response will be sent to you in writing. An investigation will be performed within one week with a site visit if necessary.

Stage 3. Closure.

If the complaint is deemed to be justified, then remedial action or compensation along with timescales for resolution will be agreed in writing between all parties and signed off. Once the agreed remedial work or compensation has been completed, a letter will be sent to confirm the closure of the complaint and the complaints file will be updated accordingly.

If the complaint is deemed to be unjustified then a letter explaining the reasons for rejecting it will be sent and the complaints file updated to show the complaint has been closed.

ALTERNATIVE DISPUTE RESOLUTION

In the unlikely event I cannot resolve any complaints using the internal complaints procedure, you can visit <https://www.citizensadvice.org.uk/consumer/get-more-help/Solve-an-ongoing-consumer-problem/>

FORMAL ESCALATION

Your statutory rights are not affected, and you may choose to escalate a complaint formally to a third party such as a Dispute Resolution Ombudsman or to NICEIC at any time, however it is reasonable to proceed through the informal procedure first. Should the outcome of the informal procedure be to your dissatisfaction, for example if your complaint is deemed to be unjustified, then you may try escalation through formal channels, however you should consider that a complaint would only be rejected if there is evidence to back up that decision.

I make every effort to keep my customers happy and my reputation intact, and I wouldn't reject a complaint without good reason.