

## COMPLAINTS POLICY

To ensure we are able to remedy any issues as soon as we can, please read our complaints procedure below and we will endeavour to respond promptly.

As soon as possible after completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event that there is anything that you are not completely satisfied with, please contact us as soon as you can in order that we can rectify or address any problems as soon as possible. Either call us on 01502 501036, or write to us at 12, Cooke Road, South Lowestoft Ind Est, Lowestoft, Suffolk, NR33 7NA or email to [sales@polycastle.ltd.uk](mailto:sales@polycastle.ltd.uk)

In each instance you will need to quote your unique **POI** number found on the front of your invoice.

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issue raised.

Where we are unable to resolve your complaint using our own complaints procedure as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution.

In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact

Which? Trusted Traders in the first instance on **01179812929**