



C Tweed Electrical
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Customer Complaints Policy

NB

All of the references to the company in this statement refer to the company named above

On receiving a complaint, the details will be entered into the customer complaints control sheet. An acknowledgement letter will be sent out to the customer by return. The complaint will then be investigated within one week, visiting the site if necessary.

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 **0117 456 6031**.

Please also note that we are covered by the NICEIC Platinum Promise.

Justified Complaint

If the company feels the complaint is justified, the customer will be contacted to discuss details of remedial work or to agree compensation.

A letter confirming the visit or telephone conversation will be sent. The letter will have a reply slip for the customer to agree to the remedial work or compensation.

The customer complaints control sheet will be updated.

After the remedial work or compensation has been finalised, a letter will be sent for the customer to confirm the complaint has now been resolved.

The customer complaints control sheet will be updated.

Unjustified Complaint

If the company feels the customer's complaint is unjustified a letter will be sent to the customer.

The customer complaints control sheet will be updated.