

Complaints Procedure

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that 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.

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

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 07712 439404, or write to us at 24 Elmsleigh Gardens, Southampton, SO16 3GF or email us at becki@thtltd.co.uk and we aim to respond within 10 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure, as a **Which? Trusted trader** we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website

<http://www.disputeresolutionombudsman.org/membership/whichtrustedtraders/>