

## **COMPLAINTS POLICY**

Midland Boilercare Ltd always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied. To ensure the business is able to put things right as soon as possible, please read our complaints procedure below. Midland Boilercare Ltd will then be able to 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 based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon as possible so the problem(s) can be rectified as soon as possible.

### **Our Procedure**

Either call us on 0116 2893413, email us to [service@midlandboilercare.co.uk](mailto:service@midlandboilercare.co.uk) or write\* to us at our registered office. The business aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that the business 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 request proof of receipt if posting