

TUNBRIDGE WELLS ROOFING LTD

SPRINGFIELD WORKS

SPRINGFIELD ROAD

TUNBRIDGE WELLS

TN4 0RD

TELEPHONE 01892 531719

FACSIMILE 01892 521261

EMAIL sales@tunbridgewellsroofing.co.uk

Complaints Policy

Whilst we endeavour to supply a high level of workmanship and standard of customer care, we understand that at times we may not fully match our customer expectations. In these instances you may wish to complain.

Tunbridge Wells Roofing Ltd views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Tunbridge Wells Roofing Ltd knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.
- To handle complaint information sensitively, telling only those who need to know and following any relevant data protection requirements.

Should you have a complaint, please get in touch with us in the first instance with details.

How to make a complaint:

We will confirm receipt of your complaint and endeavour to resolve it to your satisfaction. You can make a complaint in the following ways:

Telephone

You can make a complaint by calling us on 01892 531719. Our phone lines are open between 7.30am and 4.30pm, Monday to Friday. We aim to answer all phone calls as soon as possible.

Email

You can make a complaint via email. Simply send your message to: sales @tunbridgewellsroofing.co.uk

In Writing

Please write to us with your complaint, including the best way we can get in touch with you. Please send this to Tunbridge Wells Roofing Ltd. Springfield Works, Springfield Road, Tunbridge Wells, TN4 0RD. We will make sure to get back to you as soon as possible.

Other Options

If you have any questions, you can find the contact form on our contact page.

Additional steps if required:

Although we make it our priority to deal with a complaint personally there may, in very rare occasions, be a situation where we are unable to resolve your complaint using our own complaints procedure. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint. You can complain to the National Federation of Roofing Contractors by calling them on: 020 7638 7663 quoting our NFRC membership number: 11528.

Our contact details:

Telephone: 01892 531719

Email: sales@tunbridgewellsroofing.co.uk

Address: Springfield Works, Springfield Road, Tunbridge Wells, TN4 0RD.



Signature:

Contact Name: Paul Gilden

Title: Director

Company: Tunbridge Wells Roofing Ltd.

Date: 9th January 2023