

## Customer Care & Complaints Policy



A.Baul Roofing contractors ltd mission is to be the best roofing contractors in Wales and we are committed to delivering the highest of standards with every project we undertake and rest assured that our customer care and complaints are at the very forefront of our business. To ensure customer satisfaction is achieved we ensure that:

- Every complaint will be dealt with promptly, effectively, whilst listening to customers dissatisfactions
- All our customers will be treated courteously and with the upmost respect, with a aim to maintain a good working relationship built on trust
- Every operative assigned to the individual customer, will adopt a professional approach, taking pride in our services.
- Our designated customer care team provided will be fully trained and knowledgeable

The company believe that if a customer wishes to make a complaint or register a concern, they should find it easy to do so. Our company policy is to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provided a better service. Our policy is not to apportion blame, to consider negligence, or to provide compensation. Our company believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and possible litigation. Our company supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out between just the complainant and A.Baul Roofing Contractors Ltd.

### Our Aim:

The aim of our company is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

### Our Goals:

- Customers and their representatives are aware of how to complain, and that our company provides easy to use opportunities for them to register their complaints
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within two working days
- Investigations into written complaints are held within 28 days
- All complaints are responded to in writing by A.Baul Roofing Contractors Ltd
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both A.Baul Roofing Contractors Ltd and their customers.
- All complaints are responded to in writing by A.Baul Roofing Contractors Ltd

The named manager, with responsibility for dealing with complaints, is Alex Baul/Director.

## How A complaint Can be made

if you are dissatisfied with a travel service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns, you can lodge a complaint with us in one of the following ways:

- By telephoning us on {01443 263462}
- By writing to us {Info@abaulroofing.com}
- By emailing us {Info@abaulroofing.com}
- In person by speaking to any of our customer service staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Approved By: Alex Baul (Director)

Date: 30/12/20

Signed: 