

St. Pierre

CONTRACTORS

The Wood Yard - How Green Lane - Hever - Kent - TN8 7NN

01732 700539 - info@stpierrecontractors.co.uk

Complaints Policy

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.

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.

Please refer to Clause 6 in our Terms & Conditions which clarifies our policy regarding Minor and Material Defects at the point of handover.

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 them on 0333 241 3209 or via the website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Our Procedure

We can be contacted in one of the following ways.

Call us: 01732 700539

Write to us: The Woodyard, How Green Lane, Hever, TN8 7NN
(please request proof of receipt if posting)

Email us: info@stpierrecontractors.co.uk

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.