

COMPLAINTS POLICY

Power Rod (Home Counties) 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 we are able to put things right as soon as possible, please read our complaints procedure below. We 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 Power Rod (Home Counties) Ltd. aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as possible so the problems can be rectified.

OUR PROCEDURE

Either call, email or write* to us. We aim to respond within five days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised. (*please request proof of receipt if posting)

Where we are unable to resolve your complaint using the above procedure, as a Which? Trusted Trader we use Which?'s dispute resolution Provider for dispute resolution. In the unlikely event that we 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 02922 670040.