

## COMPLAINT 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 completely be satisfied.

To ensure we are able to put things right as soon as we can please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

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.

Either call us on 01843 280812 or

Write to us at Thanet Timber and Damp Ltd, Unit 38, The Oaks, Invicta Way, Manston Business Park, Ramsgate, CT12 5FD or

Email us at [surveys@thanettimberanddamp.com](mailto:surveys@thanettimberanddamp.com)

and we aim to respond within 3 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd 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 0117 981 2929 or via their website:

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

*Professional work - Guaranteed!*

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