



ACUTE CARPENTRY LTD

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter / e-mail acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This may involve visiting the property to investigate and talking to tradesmen involved.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Acute Carpentry will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will review our position and we can arrange for the matter to be passed to our insurers to deal with
7. We are also members of the FMB who offer a disputes service – please see the details on their website:
<http://www.fmb.org.uk/manage-your-project/complaints/>
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. Once a matter is referred to our insurers all further correspondence will be dealt with by the insurance company.