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COMPLAINTS PROCEDURE POLICY

POLICY STATEMENT

Mascot Roofing Limited are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us with the details.

Initially

All complaints are first dealt with informally. A verbal complaint should be raised with the person you have been dealing with or if you don't feel that this is appropriate, then ask to deal with that person's line manager. The problem should be explained along with your expectations to remedy the situation.

In most cases an amicable solution can be reached at this stage.

In some cases it can take a little longer to investigate the issues. In this case we will keep you informed on a regular basis as to the progress of your complaint.

Further Action

Should you not be satisfied with the results of the initial stage complaints should be made in writing and addressed to one of the company directors. You will receive a written response within 5 working days, which will explain how your complaint will be handled. The directors will investigate your complaint and in most cases will either propose a solution for your agreement or request a meeting to enable both sides to reach an agreement.