



COMPLAINTS PROCEDURE

As a family run business, having operated in our community for 50 years, we aim to ensure that every customer receives the best service from start to finish. While we do our absolute best, unfortunately sometimes things can go wrong. In all circumstances, we aim to work with our customer to find an amicable solution that leaves both parties happy. We have set out below the formal procedure by which a customer complaint can be made.

1. A complaint can be made by telephone, email or letter. All details of the complaint must be made clearly, and where applicable with photos or documents to support the complaint. We would suggest sending your complaint by email to admin@paulstrankroofing.co.uk with all the documents to ensure that we have all the details needed to hand to deal with your complaint.
2. We will log the complaint and record the details you provide, and gather any relevant documents we have so we can assess your complaint in detail.
3. We will acknowledge receipt of your complaint within 5 working days, and where necessary in writing.
4. In line with our [Privacy Policy](#), we will retain copies of your correspondence as a record of the events in the resolving of your complaint, and will record the outcome of your complaint.
5. All complaints will be taken seriously, and will be dealt with by a member of the management team, who has the authority to progress the complaint to completion.
6. Where your complaint is of a minor nature or is straightforward, we will aim to resolve it quickly without the need for mediation.
7. If your complaint cannot be resolved, you may invoke the Complaints Procedure as set down in the NFRC Code of Practice to which we have agreed to abide by, and seek the assistance of our Regional Secretary in this respect. A guide to this can be found here: <https://www.nfrc.co.uk/roofing-complaints>. Please note that all complaints must first be made to Paul Strank Roofing Limited.