



## West Derby Heating & Plumbing Complaints Policy

### This Policy

This policy explains how:

- you, the customers, can raise a complaint about our services; and
- how we will deal with complaints.

We will always aim to provide high-quality services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us.

### How to Make a Complaint

If you would like to make a complaint, you can do so via any of the following methods:

- **Online Contact Form:** You can complain via the online contact form on our website.
- **Telephone:** You can complain via telephone on: 0151 315 0010
- **Email:** You can complain via email to: [Claudia@westderbyheatingandplumbing.com](mailto:Claudia@westderbyheatingandplumbing.com)
- **Letter:** You can complain via letter by sending this to WDHP, 225 Eaton Road, L12 2AG, Liverpool

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of services we have provided to you
- Any order or reference numbers we have provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

### What to Expect

Complaints will be processed and looked at during our business hours which are Monday-Friday 9am-5pm. Complaints will be dealt with by our complaints manager: CLAUDIA CURRY

- **Acknowledgement:** We will acknowledge your complaint within 2 business days of our receipt of it.

- Investigation: Our complaints manager will then conduct a thorough investigation into your complaint. Our complaints manager may need to contact you in order to obtain further details during the investigation.
- Response: A response to your complaint will ordinarily be provided to you via email.

Once we have acknowledged our complaint, our complaints manager will ordinarily provide the full response within 14 business days. Sometimes, the investigation may take longer. If this is the case our complaints manager will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Our complaints manager may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution which our complaints manager judges is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If our complaints manager does not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

## **Other Options**

We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

### **Ombudsman:**

The following ombudsman scheme can assist in resolving disputes about our services:  
FINANCIAL OMBUDSMAN

If you are not content with our response, you can provide a letter confirming that we have reached a position of deadlock so that your complaint can be considered by the ombudsman. Furthermore, if the complaint has not been resolved or you have not heard from us within 8 weeks, you will also have the right to refer the complaint to the ombudsman.

Following any deadlock letter or after the above period of time has elapsed, you will have a period of 12 months to refer the matter to the ombudsman. Details about the ombudsman, including further information about the time limits and requirements, can be found on the website of FINANCIAL OMBUDSMAN.

## **Our Regulator**

Our services are regulated by: GAS SAFE. Details about our regulatory body can be found on the GAS SAFE website.

You have the option of contacting our regulatory body with a complaint about our required standards should you deem this appropriate.

## **Legal Claims**

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.