

Complaints Policy

Ian Hulett Electrical and Handyman Services

May 2023

We always try to provide the best possible Service but there may be times when you feel that this has not happened. The following information explains our Complaints Procedure. We hope you will use it to allow us to look into and if necessary, correct any problem you have identified or mistake that may have been made.

Using this Procedure will not affect your legal rights.

1. In the first instance please contact us by telephone or email as soon as possible from provision of the service to inform us of any issue.
2. We will then contact you within three working days to discuss the issue raised
3. If we believe it appropriate, we will arrange an informal meeting with you to discuss further the issues raised.
4. If we believe it necessary, we will ask you to put your full complaint in writing to us within 10 days. This will be acknowledged by us within three working days of receipt.
5. You will be informed of the outcome of our investigations as soon as possible
6. We will endeavour to resolve the complaint to your satisfaction as quickly as possible.
7. If you are unhappy with our response to your complaint you can approach www.napit.org.uk to discuss the issues raised
8. Stroma can be contacted on

Email info@napit.org.uk

Online www.napit.org.uk

Phone 03455 430 330

Post Napit, 4th Floor, Mill 3, Pleasley Vale Business Park, Mansfield, NG19 8RL