



ABi Garage Doors Ltd Complaints Procedure

Here at ABi Garage Doors we take great pride in the level of our customer service and quality of our workmanship. We believe that our customer service should be of the same standard that we would expect to receive as customers ourselves. We understand, however, that there may be an occasion when you are not happy with the service that you have received or the quality of our work.

This document formally sets out our procedure for addressing and rectifying any concerns or aspects of our work that you may not be totally happy with.

Who we are

ABi Garage Doors Ltd

159 – 163 Buslingthorpe Lane. Leeds. LS7 2DQ

Registered in England and Wales. No. 02441095. VAT number 545 4204 60

Tel. 0113 2629979

Fax. 0113 2621936

Email. info@abigaragedoors.co.uk

Stage one: Contact our office staff

If you are unhappy with any aspect of your experience as a customer of ABI Garage doors we would recommend that your first point of contact would be to talk to a member of our office staff who will try to resolve any issues with you directly, or will put you in touch with someone who can help.

Stage two: Review by office staff

If you are not happy with the outcome of any discussions with a member of our team or you wish to make a formal complaint you can inform us in writing by post or email.

We will acknowledge your complaint within three working days and carry out a full investigation into the circumstances surrounding it. The complaint will be recorded and the records of your complaint will be examined to check that proper procedures were followed and the best advice given. The target time for responding in full to a complaint is 10 working days, though, if the issue is complicated, any delay will be fully explained.

Stage three: Review by the Managing Director

If you do not feel comfortable contacting a member of our office staff or are unhappy with the outcome or progress of your complaint then you can contact the Managing Director.

The Managing Director will undertake a full review of your complaint and carry out a full investigation into the circumstances surrounding it. The complaint will be recorded.

The target time for the Managing Director responding in full to a complaint is 10 working days, though, if the issue is complicated, any delay will be fully explained.

Stage four: Independent review

Ultimately our aim is always to achieve resolution at the earliest stage possible.

If your complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that the company was or is able to take to retrieve the situation or at least put things right

for the future. Any remedial works will be completed within 8 weeks of a customer agreement unless the issue is due to a fault, manufacturing defect or damage to a product supplied by a manufacturer, in which case we may have to order new parts or products which will be subject to the manufacturer's delivery schedule.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>