

Customer Complaints Handling and Complaints Policy

Groarke Electrical Services Ltd

1. Purpose

The purpose of this policy is to outline the process for handling customer complaints at Groarke Electrical Services Ltd. We are committed to providing high-quality services and addressing any concerns that may arise promptly and effectively.

2. Scope

This policy applies to all employees and contractors at Groarke Electrical Services Ltd involved in providing services to customers.

3. Policy Statement

We value customer feedback and view complaints as an opportunity to improve our services. Our goal is to resolve complaints efficiently and to the satisfaction of our customers.

4. Complaints Handling Process

4.1 Receiving Complaints

Complaints can be submitted via:

- Phone: 07538 975117
- Email: info@groarkeelectricalservices.co.uk
- Website contact form: <https://groarkeelectricalservices.co.uk/>
- In-person at our office

All complaints will be acknowledged within 24 hours of receipt.

4.2 Recording Complaints

All complaints will be documented in our Customer Complaints Register, including:

- Date and time of the complaint
- Customer's details
- Nature of the complaint
- Action taken
- Resolution status

4.3 Investigation

Upon receiving a complaint, we will:

- Assign a designated team member to investigate the issue.
- Review all relevant information, including service records and communications.
- Consult with the customer for any additional details if necessary.

4.4 Resolution

We aim to resolve complaints within 48 hours. Once a resolution is reached, we will contact the customer to inform them of the outcome. If the complaint cannot be resolved within this timeframe, we will provide the customer with an update and an estimated timeline for resolution.

4.5 Escalation

If a customer is not satisfied with the resolution, they may request to escalate the complaint to a senior manager. The senior manager will review the case and respond to the customer within five working days.

4.6 Follow-Up

After resolving a complaint, we will follow up with the customer to ensure their satisfaction with the resolution and to gather feedback on our complaints handling process.

5. Confidentiality

All complaints will be handled confidentially. Information will only be shared with relevant staff members involved in the investigation and resolution of the complaint.

6. Continuous Improvement

We will regularly review our complaints handling process and analyse complaints data to identify trends and areas for improvement. Feedback from customers will be used to enhance our services and prevent similar issues in the future.

7. Review

This Complaints Handling and Complaints Policy will be reviewed annually or as necessary to ensure its effectiveness and compliance with relevant regulations.

8. Contact Information

For any questions regarding this policy or to submit a complaint, please contact us at:

- Phone: 07538 975117
- Email: info@groarkeelectricalservices.co.uk
- Address: The Villa, Smallburgh, NR12 9LU

9. Conclusion

At Groarke Electrical Services Ltd, we are dedicated to providing excellent service and ensuring customer satisfaction. We encourage customers to voice any concerns and assure them that their feedback will be taken seriously and addressed promptly.