



## COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

### **Our Procedure**

Either call us on  
*01793 272085*

Or write to us at  
*Apple Tree Cottage  
Lower Bourton  
Swindon  
SN6 8HU*

(please retain receipt for proof of posting)

Or email us *info@biocraftsouthwest.co.uk*

We aim to respond within 3 working days of receiving your complaint and where appropriate, will provide you with a date to remedy any issues raised.

In the unlikely event that we cannot remedy your complaint to your satisfaction, the business has access to an alternative dispute resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' alternative dispute resolution. You will need to contact Which? Trusted Traders on 02922 670 040, and they'll tell you if you're eligible to use their service. Alternatively, you can email them on [trustedtraders@which.co.uk](mailto:trustedtraders@which.co.uk)

