

Customer complaints procedure 2022

DIAL Electrical Services Ltd is committed to providing extremely high levels of customer service. This includes a commitment to listen to any and all complaints received in depth and ensure any issues are resolved with the customer being satisfied.

If you're unhappy with any aspect of our service, please let us know.

We are aware we are not perfect and unfortunately occasionally make mistakes, when this does happen, we are always keen to rectify the mistake and ensure all parties are aware and happy with what we have completed to rectify the mistake that has been made.

All we would ask is that we are made aware of any complaints so that we can ensure we end up getting it right as we can't do anything about it if we're not aware there's a problem in the first place.

DIAL Electrical Services Customer Complaints procedure helps ensure that:

Customer complaints are dealt with promptly, efficiently, courteously and systematically

Customer complaints are treated confidentially and fairly

Customers are kept informed of the progress and outcome of their complaints

Complaints may be made:

In Person

By Telephone by calling 01173 050888

In Writing by sending your complaint to DIAL Electrical Services Ltd

Unit 6, Simmonds Buildings, Bristol Road,

Hambrook, BS16 1RY

By Email - please send to info@dialelectricalservices.co.uk

Complaints will be acknowledged within 2 working days if a full response cannot be given straightaway and a response given within 5 working days, although complex complaints may take longer. Where we are not able to respond to the issue within 5 working days, we will keep the customer informed about progress.

There are 3 stages in the procedure.



Stage 1

In the first instance concerns should be raised with the Site team providing the service. They will look into the complaint and try to put things right.

Stage 2

If we have been unable to resolve complaints at stage 1, the complaint can be referred to the person in charge of the works concerned, - ie the project manager for investigation. There may be occasions when it is decided that another project manager, outside of the specific job concerned, should deal with a complaint

Stage 3

If a complainant is still unhappy with the way the complaint has been dealt with they can contact the Company Directors, who will be happy to deal with the complainants issues and ensure that any issues are resolved to everyone's satisfaction.

Signed;-

Print;-

Mr Ian Davis. DIAL Director.