CHRISTY
Plumbing & Heating

Experience you can trust

01234 325 620 info@christyplumbing.co.uk

199 High Street, Clapham, Bedford, MK41 6AJ

Customer Complaints Procedure

On the rare occasion that we do receive a complaint, we take it very seriously. If you have a complaint about Christy Plumbing & Heating Ltd we want to hear about it and we will do our best to put it right.
Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?
Anyone who is:

- Receiving a service from Christy Plumbing & Heating Ltd.
- Acting on behalf of someone who has a complaint;
- Has been refused a service which they think they may need.

Customer who have purchased a product/service on finance:

If you have an issue with a product purchased via finance and we have been unable to resolve your issue, please contact TradeHelp Ltd using the following details:

- *Write: Marchwiel Centre, Bryn Lane, Wrexham Ind Est, LL13 9UT*
- *Telephone: 01978 666887*
- *E-mail: info@tradehelp.co.uk*

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider. Your credit provider will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement:

If you are not satisfied with the lender's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of the lender's final response letter to you. They can be contacted in the following ways:

- *Write: Financial Ombudsman Service, Exchange Tower, London, E14 9SR*
- *Telephone: **0300 123 9 123***
- *E-mail: **complaint.info@financial-ombudsman.org.uk***

Further details can be found on the Financial Ombudsman Service website:
www.financial-ombudsman.org.uk

How to complain:

Christy Plumbing & Heating Ltd would like to sort out any complaint as soon as possible. Many complaints can be resolved informally. In the first instance Christy Plumbing & Heating Ltd and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out. If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well. Complaints should however, always be in writing. Written complaints are accepted by post (we recommend you get proof of posting), by hand to the Company address or by email.
Please address your complaint to: Sarah Christy
Christy Plumbing & Heating Ltd
199 High Street, Clapham. Bedford. MK41 6AJ
01234 325620
info@christyplumbing.co.uk

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.
You will receive a response to your complaint within 28 working days of its receipt.

Does this always happen?
In all cases, a complaint will be given full and fair consideration.
However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.
If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?
Yes, you can.

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Customer Complaint Form
Date of complaint
Your name, address and contact telephone/email please:
What happened to cause you to be dissatisfied? Please detail the works or fault, job/invoice number etc.
How can we make this right?

Please send to: Christy Plumbing & Heating Ltd. 199 High Street, Clapham. Bedford. MK41 6AJ. E: info@christyplumbing.co.uk . T: 01234325620.