

# Christy Plumbing & Heating

## Experience you can trust

Walnut Tree House, 199 High Street  
Clapham, Bedford MK41 6AJ  
01234 325 620  
07721 636 680

[www.christyplumbing.co.uk](http://www.christyplumbing.co.uk)  
[info@christyplumbing.co.uk](mailto:info@christyplumbing.co.uk)

### Customer Complaints Procedure

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.

### 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](mailto: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.

## Can you take your complaint elsewhere?

Yes. You can contact the local Trading Standards Authority/Buy with Confidence. If it is a gas related complaint our regulatory body is the Gas Safe Register.



# 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](mailto:info@christyplumbing.co.uk) . T: 01234325620.





Christy Plumbing & Heating Limited  
REGISTERED OFFICE: Cheribourne House, 45a Station Road, Willington, Bedford MK44 3QL  
REGISTERED IN ENGLAND NO: 7172135