

JANUS INTERIORS BINGLEY LTD

Customer Complaints Procedure

This procedure is to be followed in the case of a customer complaint that can't be rectified immediately.

1. Log the time and date of the complaint and the nature of the complaint
2. If required arrange for a site visit to assess the reason and nature of the complaint
3. If complaint is valid arrange for either a replacement of goods or rectification of workmanship as required
4. If there is going to be a delay in resolving the customers complaint contact the customer and explain the reasons why.

In all cases the customer must be kept informed of the progress and actions being taken to resolve the problem.

Where we cannot resolve any complaints using our own procedure, as a Which? Trusted trader we use Dispute Resolutions Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0117 981 2929 or via their website

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>