



Customer Complaints Procedure

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

On completion of the installation, our lead installer will invite you to inspect the work to ensure everything has been carried out to our usual high standards. If you are unavailable, please perform your inspection as soon as possible after the completion of the works.

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

If there are any queries with the job while the installation team are on site, please address them with the team, who will be able to sort out most issues, or refer them to the manager if needed.

In the unlikely event that you have cause to a complaint, please see our complaint procedure below:

1. Making a complaint during the installation:

Please telephone 07500 014414 and outline the nature of the complaint. If a manager is available, he will speak to you or failing that will call you back at the earliest opportunity. We endeavour to respond within one working day.

2. Making a complaint post installation

Complaints should be made in writing, addressed to the Installation Manager. Our policy is to acknowledge all complaints within one working day (Monday to Friday 9 am ? 5 pm) and

respond within seven days and where possible, will provide you with a date to remedy any issues raised. This correspondence can be emailed to sales@eastdevoninstallations.co.uk

3. Urgent Complaints

If the complaint is a security risk, a hazard or a safety issue, then this is given priority and where possible will be dealt with the same working day (working day Monday to Friday 8 am to 5 pm). We do have a 24-hour answer service and will endeavour to respond to such problems out of normal working hours. Please call 07500 014414.