

## COMPLAINTS POLICY

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

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

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can to allow us to rectify any problems as soon as possible.

Either call us on 020 3196 1963 or write to us at:

Kemco Plumbing and Heating Ltd,  
8a Smedley Street,  
London SW4

or email: [info@kemcoplumbingandheating.co.uk](mailto:info@kemcoplumbingandheating.co.uk)

We aim to respond within three days of receiving your complaint and, where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader, we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction, you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted Traders in the first instance on -0117 981 2929.