

Complaints Policy

Should you have a complaint then you may contact us by telephone, letter or email.

You will find our contact details below. Please ensure to include your full name, address and contact details. We will acknowledge and attempt to resolve your complaint promptly. Where we need to investigate the complaint, we will report to you our progress on any investigation within seven working days.

Complaints

We always endeavour to provide the best service and products for our customers.

However, on rare occasions, we recognise that there may be times where 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 in order that we can rectify any problems as soon as possible.

Where we cannot resolve any complaints using our own complaints procedure, as a

Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Contact details:

32 Fishermans Walk, Telford, Shropshire, TF3 2LZ

T: 07875 735333

E: info@selectelec.co.uk

W: www.selectelec.co.uk