



## **COMPLAINTS PROCEDURE**

Your views are important to us and if we do not deliver to the high standard of service you should expect, or if we make a mistake, we want to know. We will investigate your complaint and try to resolve the problem as quickly as possible.

### **How we handle complaints**

#### **Step 1**

Please contact us at your earliest convenience with the following information:

- Your full name, address and telephone number
- Details of any previous correspondence you've had with us
- Details of your problem or complaint
- We will try to give you an answer there and then, but if this is not possible, we will take full details from you and arrange for the problem to be investigated.

You can contact us in one of the following ways:

In writing: 88 Ridgeway Crescent, Orpington, Kent, BR6 9QP

By phone: 0800 448 0148

By email: [info@paramountheatingservices.co.uk](mailto:info@paramountheatingservices.co.uk)

#### **Step 2**

We will try to resolve your complaint straight away. However, if it requires a more in-depth investigation, then we will aim to give you our final response within four weeks. If for whatever reason this is not possible, we will contact you to explain the reasons why and let you know how long our investigations are likely to take.