

## **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 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.

### **Our Procedure**

Either call us on 01442209008

Or write to us at Active Plumbing and Heating Solutions Ltd  
36 Lyne Way  
Hemel Hempstead  
HP13PN  
(please request proof of receipt if posting)

Or email us [service@activephs.co.uk](mailto:service@activephs.co.uk)

We aim to respond within 14 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.