

COMPLAINTS PROCEDURE

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the relevant body.

What are the next steps?

1. Please send us the following details:
 - Your full name, address and contact number.
 - Details of any previous correspondence you've had with us.
 - Details of your problem or complaint

You can provide this information in the following ways:

Email to: feedback@aquila-plumbing.com

Write to: Aquila Heating & Plumbing Ltd, 410 Europa Boulevard, Warrington, WA5 7TR.

2. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of our Terms and Conditions which can also be downloaded from our website.
3. We will then investigate your complaint. This will normally involve passing your complaint to our Operations Director, Phil Taylor, who will review your matter and speak to the member(s) of staff who have been involved.
4. Phil Taylor will then contact you to discuss the matter and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
5. Within three days of the meeting, Phil Taylor will write to you to confirm what took place and any solutions He has agreed with you.

6. If you are not available, Phil Taylor will send you a detailed written reply to your complaint, including His suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director, Jon Matthews to review Phil Taylor's decision.
8. Within 14 days of receiving your request for a review, Jon Matthews will contact you confirming our final position on your complaint and explain our reasons.
9. If we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted traders in the first instance on 02922 670 040.