

Complaints Procedure

COMPANY NAME **Pro-tech maintenance ltd**

Complaints Handling Policy

Our complaints policy

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 2 weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint.
3. We will then invite you to a **Pro-tech maintenance ltd**
4. meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement by email
5. Within three days of the meeting, I will write to you to confirm what took place and any solutions I have agreed with you.
6. If you do not want a meeting or it is not possible, I will send a detailed written reply to your complaint, including suggestions for resolving the matter, within 5 days of sending you the acknowledgement communication.
7. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a third party report to be compiled.
8. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you can then contact:

Napit complaints , An official complaint can be made by email, online, phone, or by post. Please use one of the following methods to register a complaint with our complaints department:

Email – info@napit.org.uk

Online – Complaint and Appeals form

Phone – 0345 543 0330

Post – 4th floor mill 3 pleasley vale business park Mansfield Nottinghamshire NG19 8RL