

Company Complaints Procedure

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

It can be about anything and could include:-

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a product supplied
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact us direct in any of the ways listed below.

By email to: capelgroundworks@btinternet.com

In writing to:

*Customer Relations
Great Satmar Farm
Satmar Lane
Capel-le-Ferne
Folkestone
Kent
CT18 7JF*

By telephone on: 01303 253437

Your complaint will be fully investigated and a response issued within 10 working days.

If you are unhappy with the response you can contact Director – Mr Christopher Pile at:

*Great Satmar Farm
Satmar Lane
Capel-le-Ferne
Folkestone
Kent
CT18 7JF*

If you are still unhappy and your complaint has not been resolved with us direct : -

a) if your complaint is with regards to a Marshalls product or service installing a Marshalls product you may follow the Marshalls Register Installer Complaints Procedure in the Marshalls Brochure or

b) follow the trading standards complaints procedure.

Response times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

Comments

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned or alternatively you can email us from the contact us section of our website.