



HAND PAINTED

KITCHENS & FURNITURE

COMPLAINTS HANDLING PROCEDURE

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. In the unlikely event that we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

What can I do if I am not satisfied with the service I have received from you?

In the first instance, we would encourage you to discuss any problems verbally and informally with the Traditional Painter who completed the work for you.

If the office is the source of your complaint, we should be able to help quickly and answer any questions you may have.

If this does not resolve your concerns, then the Company's formal procedure can be invoked.

How do I make a formal complaint?

We have adopted a formal two-stage procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. Details of the appropriate persons nominated to deal with each stage of your complaint are shown below.

Stage 1 - Complain to your Traditional Painter in writing

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing (email or letter) to the Traditional Painter responsible for the work about which you wish to complain.

We advise you to keep copies of all correspondence sent, and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter or email of complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and location of the individual with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 7 working days of receipt and you will be advised of the timescale for sending a full reply with a proposed resolution.

An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provided with a full response with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction, within 8 weeks. We say 8 weeks, but in 5 years, we have experienced literally a handful of issues only and resolved every one within days of receiving a formal complaint.

Stage 2 - Contact Andy Crichton at Traditional Painter direct

If your complaint is not satisfactorily resolved by stage 1 above, or if you still have concerns, you can request that the matter be referred to the owner of Traditional Painter.

email: enquiries@traditionalpainter.com

tel: 01603 861935

postal address:

Manchester House,
113 Northgate Street,
Bury St Edmunds,
Suffolk IP33 1HP

A separate review of your complaint will be undertaken and you will be contacted usually within a further 10 working days to inform you of the conclusions reached. This response will represent the final viewpoint of Traditional Painter.

Stage 3 - What can I do if I am still not satisfied?

If you remain dissatisfied with any aspect of our handling of your complaint, then it may be appropriate for the matter to be referred to an independent third party.

- If you are a consumer, you should contact:

<https://www.disputeresolutionombudsman.org/how-to-complain/>

Please note, you are entitled to bypass Stage 2 and refer the matter immediately to an independent third party. In this case, the Stage 1 response will be viewed as the company's final viewpoint.