



Worcester Garage Doors Complaints Policy

COMPLAINTS POLICY

At Worcester Garage Doors we always endeavour to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure we can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact us straight away with any concerns either by phone, email or write to us. If writing, get proof of posting.

Business Complaint Procedure

On receipt of your complaint we aim to respond within 5 working days.

We will arrange a convenient date to come and view and/or remedy the situation within 28 days.

In the unlikely event that we are unable to resolve your complaint having exhausted the Worcester Garage Doors complaints procedure, it may be necessary to use another complaint service. Where we cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

Worcester Garage Doors has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922670040 who can explain if you are eligible to use their Alternative Dispute Resolution.