

## COMPLAINTS POLICY

Thanks for visiting us and our apologies if you have experienced a problem with our service. We endeavour to provide the best service and products for our customers. On rare occasions, we recognise that there can be times where, despite our best endeavours, our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please follow our complaints procedure below and we will respond promptly to ensure resolution and satisfaction as best we can.

As soon as possible after the completion of our works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us so we can rectify any problems as soon as possible.

### Our Procedure

Either call us on           01708 361560  
Or email us at:           [jobs@groupfx.co.uk](mailto:jobs@groupfx.co.uk)  
Or write to us:           3 Frederick House, Brewer St, Maidstone, ME14 1RY  
                                    (please request proof of receipt if posting)

Where appropriate, please include photos or documentation to assist our investigations. We also need full product details, including a photo of the unit rating plate and a photo of the purchase receipt. We aim to respond within 3 working days of receiving your complaint and where possible will provide you with a date to remedy issues raised.

### WHICH?

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader, we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted Traders in the first instance on 0117 456 6031 or via their website:

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

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