

LOCAL PLUMBERS LONDON LTD COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied with the service they have received.

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

As soon as the works are completed and before the engineer leaves site, 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 notify the engineer in attendance who will endeavour to rectify any issues. If the issues are identified after the engineer has left site please contact as soon as possible after the issue comes to light.

If the issues are still not to your satisfaction please contact us via any of the following methods as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on 01895 643100

Or write to us at

Local Plumbers London Ltd

8 Oak End Way

Gerrard's Cross

Buckinghamshire

SL9 8BR

(please request proof of receipt if posting)

Or email us

info@local-plumbers.org

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

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 4566031**.