



Customer Complaints Procedure

If you have a complaint about our services or anyone in our employ, we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following aims:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

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 the high standards the business aims to achieve.

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

Who can complain?

Anyone who is receiving or has received a service from Gas Technique within the last 6 months, or is currently caring for someone who has a complaint. If the complaint is being made not by the customer, but on behalf of the customer by an advocate it must first be verified that the person has permission to speak for the customer, especially if confidential information is involved. Consent of the customer must be obtained in writing before the matters can be discussed with the advocate.

How to submit a complaint

We would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact our named office manager, with responsibility for dealing with complaints.

Write down your complaint and send it to:

Miss G Peel

Office Manager

9 Oak Close, Lyndhurst, Hampshire, S043 7EF

T: 02380 283161 E: gtec@gas-technique.co.uk W: www.gas-technique.co.uk

G E Peel and J W Sizer, Partners of Gas Technique, 9 Oak Close, Lyndhurst, S043 7EF



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Gas Technique
9 Oak Close
Lyndhurst
Hampshire
SO43 7EF

What Happens Next?

You will receive acknowledgement of your written complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

Yes. Where we are unable to resolve your complaint using our business complaints procedure, as a Which? Trusted Trader Gas Technique uses 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

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