

Complaints Procedure

Policy Date: 19th August 2023

This Complaints procedure details how complaints can be made to Church Electricians Limited, along with how they will be handled. Church Electricians Limited views complaints as an opportunity to put things right for the complainant as well as an opportunity to learn how improve its services going forwards. We have put this this procedure together to ensure complaints can be submitted easily, that all complaints are treated fairly and resolved in a timely manner.

1. Our contact details for making a complaint

Complaints Handler: Clare Church
Name: Church Electricians Limited
Address: 5 The Martlets South Chailey BN8 4QG
E-mail: info@johnchurchelectrician.co.uk

2. Raising a complaint

Complaints should be submitted to Church Electricians in writing either to our postal address or via email (please see above details). It should be made clear that a complaint is being raised and should include as much information as possible regarding the complaint. All complaints shall be treated with respect and adhere to our privacy policy.

Where a customer makes a complaint known to a member of staff, the customer will be directed to the Complaint Procedure. The member of staff will advise the customer how a formal complaint can be made.

3. Access and Record

Upon receiving the complaint, an acknowledgment of receipt shall be sent. The complaint will be logged in the Church Electricians complaint log.

4. Review Complaint

The complaint will be reviewed. Church Electricians will endeavour to resolve the complaint, this may require further investigation. Church Electricians will respond to the complainant in a timely manner, where possible within 48 hours of receiving and acknowledging receipt of the complaint. The complainant will be informed of the steps that were taken to investigate and resolve the complaint.

Church Electricians Limited trading as John Church Electrician
Registered in England and Wales Number 10714406. VAT Registration Number 312663131
Registered Address: 5 The Martlets, South Chailey, Lewes, BN8 4QG



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