

CUSTOMER CARE AND COMPLAINTS POLICY

The Purple Roofing Company Ltd aims to provide excellent customer service and workmanship. This policy is intended as a guide to resolving any issues that may arise. The process outlined is not intended for the dealing with company issues internally.

Feedback process

Feedback can be made to any employee of The Purple Roofing Company Ltd at any time regarding and of the company's activities.

Feedback should be forwarded ideally by writing or telephone:
Phone: 0800 955 1693. | Email: office@purpleroofing.com

Receiving and acknowledging feedback

Feedback is responded to by an appropriate member of staff, acknowledged within one week of receipt.

Complaints

If it is necessary to file a complaint, these should be sent in writing to;

Email: office@purpleroofing.com

Complaints are to be delegated or dealt with by the Managing Director in a timely manner and acknowledged within 48 hours of receipt.

All complaints are dealt with as sensitively and confidentially as far as practicable.

Complaints of all nature are investigated and resolved to the satisfaction of all parties wherever possible.

Complaints should include the following information for us to be able to forward a complaint:

- Name and address
- Date of complaint
- Nature of complaint

Where no response from the complainant is received in 15 working days of the latest communication, the complaint will be recorded as closed.