

**CUSTOMER COMPLAINTS POLICY**

We aim to always offer an excellent professional service, however, in the highly unlikely event that you would like to complain, please use the following steps:

1. Let us know at the earliest opportunity, you can do this in a number of ways:
   * Call or text us – Tel: 07482 574868
   * E-mail us – [info@nspirehomeworks.com](mailto:info@nspirehomeworks.com)
   * Write to us – 8, New Road, Coppull, Lancs, PR7 4NP
2. Tell us why you are unhappy and how you feel it needs to be rectified
3. Give us the opportunity to rectify your complaint

**We will:**

1. Respond to your complaint within 3 working days
2. Visit the work site to determine the issue, if appropriate
3. Aim to negotiate and agree a way forward that is acceptable to you to ensure the complaint is put right to your satisfaction