

Complaints Procedure

Fluoro-Tech Limited Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality Non-Destructive Testing service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We shall act impartially and swiftly to ensure we understand what went wrong.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve acting on the complaint internally to come to a fair solution. The complaint manager shall be allocated on your acknowledgement letter.
3. Fluoro-Tech Limited will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Fluoro-Tech Limited will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, Fluoro-Tech Limited will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent review or someone unconnected with the matter at the firm or, for a sole practitioner to review his/her own decision or appropriate alternative such as review by another local solicitor or mediation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

This policy has been signed by



Ian Evans

Managing Director of Fluoro-Tech Limited

Dated: 02/05/2019