



Customer Complaints Procedure

Introduction

We are committed to providing a high standard of service to every customer, every time. We do recognise however, that occasionally we may not live up to your expectations or our promises.

Your comments are important. Not only do they allow us to improve our individual service to you, they also help us to enhance our products and services in general. So, if you have reason to suggest how we could serve you better, please do let us know.

If you have a complaint about any aspect of our service then we would like to hear from you. You can speak to us directly contact us by phone, or in writing, either by post, or e-mail.

Telephone: 0208 207 6969 Monday – Friday 8am to 5pm
E-mail: sales@acsolutions.co.uk

Or write to:

AC Solutions Group Ltd, Wenta Business Centre, Unit 52 Colne Way, Watford, Herts WD24 7ND

Complaints made by email

You may e-mail a complaint to us at sales@acsolutions.co.uk. We will usually respond initially to your e-mail address. However, there may be occasions when we will need to respond by post, for instance to ensure privacy, or to enclose copies of other documents.

Complaints on site

Complaints made on site to our staff are recorded on complaint record sheets which they carry with them. These are forwarded to the head office to ensure they are dealt with appropriately.

Information you need to provide

To help us investigate and resolve the problem as quickly as possible, please provide the following information:

- Your name, company name and address, project name and address, our reference and your reference if applicable.
- A clear description of your concern or complaint
- Details of what you would like us to do to put it right
- Copies of any relevant documents, such as letters or quotations.
- A telephone number where we can contact you.



How we will handle it

We will try to resolve your complaint immediately, and with the minimum of inconvenience to you. The first step is for us to be really clear on what the problem is, and to identify with you what we can do to put it right. The more information you can give us the better.

Sometimes we will not be able to solve the problem with you “on the spot”. If we are unable to resolve your complaint by the following business day, and if we have not already contacted you to agree our proposal for resolving it, we will:

- Send an acknowledgement of your complaint in writing within 3 working days
- Confirm who will handle your complaint, and how you can contact them. On occasions, to ensure that your complaint is reviewed by the most appropriate person, this may not be the person to whom you complained initially.
- If your complaint is particularly complex in nature, we will seek to keep you informed of the progress we are making as our investigations continue. We will aim to resolve your complaint within 2 weeks from acknowledgement. However, if we are unable to do so, we will send you a written update at that time to explain what’s happening, and will let you know when we expect to resolve your complaint.

If you are still not satisfied

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use 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 0333 241 3209.

Finally

We value your feedback, good or bad.
Our Clients are our future.

A handwritten signature in black ink that reads 'Richard Merritt'.

Richard Merritt
Managing Director

Reviewed: 02nd January 2022