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**COMPLAINTS POLICY**

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on: 07985651923, write us at: 128 Marmion Avenue, Chingford, London, E4 8EH or email us at crystalclearservices@hotmail.com on the details at the top of this document.

We aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

2) We will investigate the complaint and endeavour to send a final response within 4 weeks of receipt of the complaint. If we are unable to provide a final response within this time we will send an update.

3) We will endeavour to send a final response within 8 weeks of receipt of the complaint. If we are unable to provide a final response within this time frame, we will write explaining why and advise when a final response can be expected.

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 0117 981 2929.

4) If more than 8 weeks from the date of the complaint has past and a final response hasn’t been issued, or the customer is dissatisfied with the final response (or at any stage of the process) the customer can write to:

Financial Ombudsman Service (FOS) Exchange Tower  
London  
E14 9SR

The complaint must be reported to the Financial Ombudsman within 6 months of the date on the final response.

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