

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 right as soon as we can, please follow the procedure below and we will respond promptly to ensure satisfaction:

- As soon as possible after the completion of 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 or write to us at 4 Stoneleigh Lodge, Branstone Road, Richmond, Surrey TW9 3LD or email us at office@macnabplumbing.co.uk
- We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

If you have come to us through our listing on Which? Trusted Trader and where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use their Dispute Resolution Ombudsman. In the unlikely event that we cannot remedy your complaint to your satisfaction, you may wish to refer your complaint to them.

If you do wish to do that please contact Which? Trusted traders in the first instance on 03332 413 209.

Macnab Plumbing Ltd 2017