

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 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 for us to rectify any problems as soon as possible.

Out procedure:

Either call us on freephone 0800 001 6649

Or write to us at registered office AJTShowers Ltd, Unit C3 Riverside Industrial Estate, Bridge Road, Littlehampton, BN17 7DF (please request proof of receipt if posting)

Or email us at info@ajtshowersltd.co.uk

We aim to respond within 7 days of receiving your complaint and where possible, we will provide you with a date to remedy any issues raised.

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 02922670040.

Kind Regards

Jordan Talbot

AJT Showers LTD

