



16 Brettingham Gate
Broome Manor
Swindon
SN3 1NH

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.

Should you be unhappy with any aspect of the work, please contact us as soon as possible so we may rectify any problems promptly. Please use any of the following methods to contact us:

By telephone on 01793 238806 or 07725 228145

By email at info@ejselectrical.co.uk

By letter to EJS Electrical, 16 Brettingham Gate, Broome Manor, Swindon SN3 1NH

We will respond to your queries / concerns with 7 days and where applicable provide you with a date to inspect and 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 and you wish to refer the matter to them, please contact them on **0333 241 3209**, or visit their website.

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership>