

Consumer complaint resolution policy

1. Introduction

Alltrades strives to not only provide a high-quality service but also to provide the type of aftercare to all our customers which our competitors find difficult to match. The dedication to fulfil our customer's needs and wants has always been imperative to the way we operate and we adapt our services in order to achieve this. We work with the intent that once a customer uses Alltrades we hope they become an 'Alltrades customer for life'.

Our Customer Service have undergone a major transition which we have developed to provide the best after-sales service and support for our customers. We have grown significantly

and are all dedicated to not only hearing the positive things our customers have to say about our services, but also the negative ones. All feedback is welcomed by our team as we are a company that listens to its customers and we improve our services by doing so.

2. Making A Complaint

We strive to provide a consistent second to none service and quality workmanship, however, if you feel that we have not upheld these standards please let us know. We treat complaints with priority and aim to resolve any problem promptly. We endeavour to always be compassionate and understanding of any concerns and queries that you may have and do everything we can to come to a satisfactory conclusion as quickly as possible.

Any concerns you may have relating to work carried out will be investigated fully and will then help to resolve your issue. All complaints have our full attention and we handle them in an efficient, fair and confidential manner. We will take the actions required to solve problems fully and to your complete satisfaction.

How to Make a Complaint

Should you have the need to make a complaint, this can be done on info@alltrades-handyman.co.uk. We aim to respond to all complaints within 3 working days.

3. Complaint Procedure

Any complaints should be raised with us and we will attempt to resolve any issues. However, if the problem is more involved we will log a complaint and we

may get our customer service executive to contact you within 4 working days.

Stage 1

A customer service executive will complete a full investigation; this includes reviewing all invoices, liaising with the customer to obtain relevant information and interviewing the engineer/employees. They will then provide the customer with a phone call response to the complaint with the outcome of the investigation. If the customer is not fully happy with the conclusion, the customer can then escalate to stage 2. On escalation to stage 2, please note that any offer made in stage 1 will be withdrawn and may not be reinstated pending further investigation.

Stage 2

Should the customer wish to escalate to stage 2, this will then be in writing via email to info@alltrades-handyman.co.uk

The Complaints Team which includes the business principal, Customer Service Executive will complete a full review of the complaint and report back a resolution or response to the customer via a formal response. If the customer is not fully happy with the conclusion made by the Complaints Team the customer may escalate to the final stage. On escalation to the final stage, please note that any offer made in stage 2 will be withdrawn and may not be reinstated pending further investigation.

Final Stage

If the customer is still not satisfied with the response from the Complaints Team

then the final outcome will have to be escalated to an agreed arbitration service or English Claims Court Service.

4. Our Guarantees

Transparency

We believe in always being 100% transparent. We are clear, upfront and honest about our company charges. Our rates are clearly shown on our website and our helpful and experienced staff, will make customers fully aware of our rates at the time they book a job or if they request details.

Our engineers will always show a full breakdown of labour, materials and any other charges, and a comprehensive description of work carried out is shown on all invoices and estimates.

Overcharging

We always charge correctly and fairly according to our quoted rates and our policy on overcharging is unequivocal. However, if you feel a mistake has been made we will always investigate and reimburse if found valid.

Accountability

We will always take responsibility in the unlikely event that work is not carried out to our standards. If you are unhappy please contact us and we will try to resolve your issue by returning, or contact you, at a time that is mutually convenient. We will never carry out any unnecessary work or talk customers into any work that is not needed under any circumstances.

Labour

All of our workmanship carries the company's guarantee for your peace of mind.

