

“Customer Care is paramount to the success of our company...We pride ourselves on our excellent customer service record”



Aftercare

Definition of a complaint: An issue that has been brought to the attention of management that has been unable to be resolved. An expression of dissatisfaction towards Structured Designs Ltd, whether justified or not involving a situation where the client claims;

- **Dissatisfaction**
- **Financial loss**
- **Poor workmanship**
- **Unacceptable time scales**
- **Unfinished work**

It should be noted that we consider a snag list presented during the normal course of works and as a notification and not as a complaint. Unless we fail to undertake the corrective works within a reasonable amount of time.

Complaint Procedures

If the situation cannot be resolved and it is a complaint we undertake the following process.

1. The complaint/notification tracker form will be completed, referenced and logged on our system.
2. The customer will be contacted within 48hrs and the process outlined, they will also be provided with the contact details of the complaint handler and projected timescales.
3. If required and appropriate the relevant parties from the insurers or clients professional surveyors will be informed.
4. An investigation will be carried out within 5 working days of the complaint.
5. If the complaint is substantiated we will produce a written proposal for how we rectify the problem. If an investigation discovers we are not liable, we will issue a full report to the relevant parties communicating the reasoning.
6. The necessary remedial action will then be completed within 10 days or within an agreed timescale with the policy holder.
7. The client will be asked to sign a complaint resolution/satisfaction form which will be forwarded on to the relevant parties.

Complaints Procedure