



## **MORAN ROOFING SPECIALISTS LTD**

### **COMPLAINTS PROCEDURE**

- 1. If a customer wishes to make a complaint they may do so by telephone/letter/fax or email. The customer must make the details of the complaint quite clear.**
- 2. We will register the complaint and record the details.**
- 3. Our complaint handler will be competent and have the authority to progress the complaint to completion.**
- 4. All complaints will be acknowledged within 5 working days and where necessary in writing.**
- 5. Where the complaint is of a minor nature, it will hopefully be resolved by conciliation and mediation.**
- 6. At all times, copy correspondence will be kept as a record of the events in the resolving a complaint. The register will log the outcome of any complaint.**
- 7. If in the event the complaint cannot be resolved our customer may invoke the Complaints Procedure as set down in the NFRC Code of Practice to which we have agreed to abide by and seek the assistance of our Regional Secretary in this respect.**