

### **Our Commitment to You**

At Bailey's Heating Company Ltd, each customer is important to us. We will 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.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

### ***If you need to make a complaint:***

#### ***The principle assigned to deal with complaints is:***

- a) *Office Manager*
- b) *Call us on: 01525 888242*
- c) *Email us at: [Office@BHCLimited.co.uk](mailto:Office@BHCLimited.co.uk)*
- d) *Write or visit us at: Bailey's Heating Company Ltd  
Unit 1, Stephenson Court  
Fraser Road  
Bedford  
Bedfordshire  
MK44 3WJ*

### **Step-by-step complaints procedure**

- 1) We will acknowledge your complaint promptly. We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.
- 2) We will investigate your complaint and endeavour to send a final response to you within 2 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time, we will send you an update.
- 3) We will endeavour to send a final response to you within 4 weeks of receipt of your complaint. If we are unable to provide you with a final response within this timeframe, we will write to you explaining why and advise you when you can expect a final response.
- 4) Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for complaint 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 **0117 456 6031**.

You must refer your complaint to the Financial Ombudsman within 6 months of the date of the final response. [Complaint.info@financial-ombudsman.org.uk](mailto:Complaint.info@financial-ombudsman.org.uk)