

HOW TO MAKE A COMPLAINT



H&A strives to deliver a high level of customer service to all of its customers and welcomes the opportunity to liaise with customers should they feel the quality of service is unsatisfactory.

Please follow the procedure listed below to make a complaint:

1. Complete the complaints form listed on the H&A website entitled 'How to make a complaint'.
2. Alternatively use the contact details listed below to log your complaint with the appropriate office.
3. Once a complaint has been received you will receive an acknowledgement outlining your complaints register number, this number should be used in each correspondence relating to your complaint.
4. Your complaint will be fully investigated and a response will be sent to you within 30 days of receipt of the complaint. Should the investigation take longer than the planned 30 days we will send another correspondent outlining the reason for the delay.
5. Should you be unsatisfied with the outcome of the complaint then please use the complaints appeals form sent to you with the response of your individual complaint.

Contact Details:

HEATING OFFICE

Phone Number: 028 79629051

Email Address:

heat@hamechanicalservices.com

MAINTENANCE OFFICE

Phone Number: 0800 839 449

Email Address:

Alltrades@hamechanicalservices.com