



Goldcrest Gardens Complaints Policy

1. Introduction

Goldcrest Gardens is committed to providing high-quality services and ensuring customer satisfaction. We value feedback and take complaints seriously. This Complaints Policy outlines the procedure for raising concerns and how we handle complaints in a fair and transparent manner.

2. How to Make a Complaint

If you are dissatisfied with any aspect of our services, you can make a complaint through the following channels:

- **Email:** goldcrestgardens@gmail.com
- **Phone:** 07710 668685

When submitting a complaint, please provide:

- Your full name and contact details
- A clear description of the issue
- Any relevant supporting documents or evidence
- The outcome you would like to see

3. Complaint Handling Process

Upon receiving your complaint, we will:

1. Acknowledge receipt within **3 working days**.
2. Investigate the complaint thoroughly, which may involve contacting you for further information.
3. Provide a response within **14 working days**, outlining the findings and any actions taken.
4. If the matter requires more time, we will inform you of the delay and provide an expected resolution timeframe.

4. Resolution

We aim to resolve complaints promptly and fairly. Depending on the nature of the complaint, possible resolutions may include:

- An explanation or clarification
- An apology
- Corrective action
- A goodwill gesture (where appropriate)

5. Escalation

If you are not satisfied with the response, you may escalate the complaint by contacting a



senior member of our team. We will review the matter and provide a final response within **14 working days**.

6. Alternative Dispute Resolution

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

7. External Resolution

If you remain dissatisfied after exhausting our internal complaints process, you may seek independent advice or refer the matter to an appropriate regulatory body, if applicable.

8. Policy Review

We review this Complaints Policy regularly to ensure effectiveness and compliance with applicable regulations.

Contact Us

For any questions regarding this policy, please contact us via:

- **Email:** goldcrestgardens@gmail.com
- **Phone:** 07710 668685

Effective Date: 03/07/2024