

## **AMAC ELECTRICAL CONTRACTING**

48 Lyndhurst Drive, Leyton, London, E10 6JD

Tel – 020 8279 0088 Mob – 07951956040

Email – amace10@yahoo.com

Website – www.amacelectricalcontracting.com

**You can also find AMAC on the Trust a Trader and Check a Trade websites!!**

### **AMAC ELECTRICAL CONTRACTING COMPLAINTS PROCEDURE**

We 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. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

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.

### **OUR PROCEDURE**

Either call on – **0208 279 0088 / 07951956040**

Or write to – **48 Lyndhurst Drive, Leyton, London, E10 6JD**

Or email – **amae10@yahoo.com**

We aim to respond within 14 days of receiving the complaint, and where possible will provide a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>