

INTRODUCTION

SureSafe Electrical aims to provide high quality services that meet your needs. We believe we achieve this most of the time, but if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have this procedure through which you can let us know of any reason you are not satisfied with your dealings with SureSafe Electrical.

MAKING A COMPLAINT IN PERSON

If you are unhappy about any services from SureSafe Electrical then please tell us, either by speaking to the relevant staff member or manager. If you are unhappy with a SureSafe Electrical individual, and if comfortable in doing so, then sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then please speak to the staff member's manager.

MAKING A WRITTEN COMPLAINT

If you are not satisfied with our response when making a complaint in person or wish to raise the matter more formally, then please complete the Customer Complaints Form below or write to the manager. If the complain is about the manager then this will be forward to a third party for review (Stroma).

RESPONSE

We take each complaint very seriously.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

Our aim is to investigate your complaint thoroughly and to give you a reply within ten working days, setting out how we will resolve your complaint and any lessons learned, including corrective and preventative actions. If this is not possible, an interim response will be made informing you of the actions taken to date or are being considered.

Finally, please also let us know if you are happy with SureSafe Electrical services.

Suresafe Electrical Contact Details

Post: Suresafe Electrical, 40 Princess Way, Wellingborough, Northamptonshire, NN8 2HJ
Phone: 07821 679 050
E-mail: suresafeelectricaluk@gmail.com
Online: Complaint Procedure

Stroma Contact Details

Post: Stroma Certification, 4 Pioneer Way, Castleford, West Yorkshire, WF10 5QU
Phone: 0345 621 1111
E-mail: certification@stroma.com
Online: Complaints & Appeals Form

Customer Complaint Form

Customer Information <i>(to be completed by customer)</i>	
Customer Name:	Customer Phone:
Customer Address:	Customer SureSafe Ref:
Customer Email:	Customer PO Number:

Complaint Information <i>(to be completed by customer)</i>	
Complaint date: / /	Complaint taken by:
Complaint details:	
First response corrective action:	
Suspected cause:	
What steps should be considered to avoid a repeat of the problem:	

Name of person (customer) completing this form:

Signature:

Date: / /

Please send completed form for the attention of Adam Griffin, either by post or by E-mail:

Post: Suresafe Electrical, 40 Princess Way, Wellingborough, Northamptonshire, NN8 2HJ
E-mail: suresafeelectricaluk@gmail.com