

Mayne Plumbing & Heating Ltd Complaints Procedure

Our commitment to customer complaints.

We are committed to providing high quality products and services for all our customers. Of course, as gas boilers, central heating & gas fires into properties of all types and ages can be complicated, we recognise that very occasionally things can go wrong.

If you have a query or complaint, we want to know as soon as possible to help us put things right promptly.

Just contact our Customer Care Team with your details and a description of your problem. We are here for you from **9-5 Monday -Thursday & 9-1 Friday**

Call us: 02897 511115

Email us: david@mayneplumbing.co.uk

Write to us: Mayne plumbing & heating ltd

Customer Services

50 forge hill court, Saintfield bt24 7lw

However you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- Keep you regularly informed of progress throughout

If you're unhappy with the way things have been resolved and you have a complaint about your experience with us, we will review your complaint in line with our relevant Complaint Procedure. You can find a copy of our Complaint Procedures here:

www.mayneheating.co.uk