

## Customer Complaints Procedure

We would expect that most contracts carried out by **Hughes Brothers Building & Joinery Ltd** would not result in complaints, however problems sometimes arise. Below are our procedures in resolving the situation.

If you find that at anytime during the contract you are not happy with any aspect of the works please speak directly to either the Site Contact or Head Office as soon as possible, so that if remedial works are required these can be carried out whilst our employees are on site.

### Stage 1 – Initial Contact

If you want to make a comment/complaint:

Approach site staff that have been looking after you, the sooner you make any comments – particularly complaints – the better. This allows us to rectify the problem when it occurs.

If your concerns are not resolved then please contact the Head Office in writing, by telephone or e-mail.

 **Hughes Brothers Bldg & Joinery Ltd**  
2 Hope Carr Way  
Leigh  
Lancashire  
WN7 3DE

 **0800 9756783**  
Monday – Friday 08:30 am – 17:00 pm

 [info@hughesbros.co.uk](mailto:info@hughesbros.co.uk)

### About Complaints

If you complain in person or over the telephone we will try to resolve the problem immediately. If we need more time to look into the matter, we will then respond within the timescales below.

### Stage 2 – Target Response Times

We will acknowledge your complaint within 5 working days. Our response will usually deal with the matter. If we need more time to investigate, we will explain why and aim to respond within 10 working days of receiving your complaint. If we need more information from you, we will the reply within 5 working days of receiving this. If we cannot respond within these timescales above, we will tell you the reason for the delay and when you can expect our response. Obviously it is hoped that all complaints can be dealt with as swiftly as possible and it is there imperative that clients make known any problems or queries regarding the contract as soon as they arise.

### Our assurance to you

We will learn from each and every comment and complaint, to help future customers, employees and suppliers.

All comments and complaints will be taken seriously, investigated thoroughly and confidentially, and resolved as quickly as possible.

We will be honest and open with you.

Apologies will be given when appropriate.