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## **CUSTOMER CARE**

Lyons Roofing Solutions Limited takes customer care and after sale service very seriously. We try our utmost to ensure our client's remain pleased and satisfied with our services from the first moment of contact up until long after works have been completed.

We offer integrity, support and advice for as long as our customers require. Our aim is to offer and practice clarity and transparency at all times, regardless of the size or lucrativity of any contract or works.

In times of dispute between client and contractor, it helps to install a mediator who can objectively and respectfully conduct and resolve any dispute that may occur.

To ensure customer satisfaction at all times, we have membership with the National Federation Roofing Contractors.

We hope that our customers never require the services of our trade associations, but for those who require security and peace of mind, we are more than happy to provide this additional service.

## **COMPLAINTS PROCEDURE**

We do not look on a complaint as unwanted, but rather as a learning opportunity, as it may help us to see where our services or procedures might be improved.

We are committed to providing good quality services in line with the National Federation Roofing Contractors charter. We realise, however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

**Riviera The Priory, East Farleigh, Maidstone, Kent, ME15 0JH**

**Company Registration No. 06862990  
VAT No. 948622295 - UTR: 6794815511**



## HOW TO COMPLAIN

This involves up to three steps:

### **Step 1: Contacting us**

The first step is to talk to a member of staff. This can be done informally, either directly or by telephone. Usually the best person to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for the manager or site supervisor.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand then we will take a record of your concern and arrange the best way and time for getting back to you; this will normally be within five working days.

### **Step 2: Taking your complaint further**

We hope that you will only feel the need to make a formal complaint as a last resort and after you feel that the person dealing with the matter first has not taken the opportunity to put things right. If you are still unhappy, the next step is to put your complaint in writing to Lyons Roofing Solutions Limited setting out the details, explaining what you think went wrong and what you feel would put things right. Once received, your complaint will be acknowledged in writing within three weeks unless the matter is complicated, such as where other contractors or suppliers need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

### **Step 3: The next stage**

If you are not satisfied with the decision you can always seek independent advice or approach our Trustmark Scheme Operator the National Federation Roofing Contractors.

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