

Complaints Procedure

Has Something Gone Wrong...?

Firstly I really do thank you for bringing any and all problems to my attention. We can only serve our customers well if we know when they are happy and things are working well, and when they are not.

At Great Choice we hate it when things don't go according to plan. We go to huge lengths to ensure that every job goes perfectly. We work hard to ensure everything works well, however, in the real world I know things go wrong.

I hate it, but it happens occasionally.

I have put together this guide to enable any problems to be corrected as soon as possible with minimum fuss to you.

When we receive notification of a complaint, I will:

- 1) Ask to revisit the property asap to inspect the area(s) concerned
- 2) Ask the customer how you would like to see the problem resolved
- 3) Decide together on a fair way forward
- 4) Arrange a time convenient to you to work on the areas of dispute if required
- 5) If the work is not completed to your satisfaction after the second visit, we will once again decide the best way forward.

Ultimately, at Great Choice we only want satisfied customers. That is why we work so hard for you both before and after a complaint!

Yours sincerely
Paul Baker
Great Choice Flooring Ltd