

# DUFTONS

PLUMBING AND HEATING SUPPLIES

PLUMBING  HEATING  RENEWABLES  BATHROOMS 

## Complaints Handling Policy

### Introduction

We are committed to providing a high-quality service to all our customers and have a procedure in place to ensure that any complaint is handled promptly, fairly and effectively.

In the event that you do have a complaint about the service you have received from Dufftons Plumbing & Heating Supplies (the “**Company**”, “**we**” or “**us**”), please follow the procedures set out below.

### How to notify your complaint to us

If you are dissatisfied with the product or service you have received, we recommend that, in the first instance, you raise this with the Branch Manager who has been dealing with your order.

However, if you do not want to do that or if your discussions with that person do not resolve your issues, please contact our Commercial Director, Jonathan Eyre on:

headoffice@duftons.co.uk

or

0113 2467211

When contacting us, we encourage you to do this via email if possible. However, you can also contact us by telephone using the number above or by post (marked for the attention of Jonathan Eyre) at Unit 4a Wellington Road Industrial Estate, Wellington Road, Armley, Leeds, LS12 2UA.

When notifying us of a complaint, please provide full details of the matters relevant to your complaint, including:

1. Your full name and contact details;
2. What you think we have got wrong; and
3. How you would like your complaint to be resolved.

### Our actions after we are notified of your complaint

We will acknowledge receipt of your complaint promptly after receiving it, enclosing a copy of this procedure and will inform you in writing:

- That we are treating your communication as a complaint under our complaints handling procedure;
- How your complaint will be handled;
- Our timescale for providing you with a formal response; and
- Who at the Company is dealing with your complaint.

We may require further information from you but, subject to that, within 10 working days of receipt of your complaint, we will investigate and provide a response to you, including any conclusions we have reached and any actions we have taken.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference where appropriate.

In certain circumstances, it may not be possible to investigate fully and respond to you within 10 working days. If this is the case, we will give you a written progress update on or before the tenth working day and provide a further timeframe in which we will aim to provide our full response. We have six weeks to resolve your complaint. At the conclusion of our investigation and response, we will ask you whether your complaint has been resolved to your satisfaction.

### **If you are not happy with our response**

If you are still not satisfied with our response, you can, within 2 calendar months from the date of our final response to your complaint, ask for an independent, internal review, or refer the matter to the relevant ombudsman service. We will always cooperate with any investigation carried out by an ombudsman.

### **Staff Training**

Receiving and responding to comments and complaints is an integral part of providing great service.

We will train our staff in our complaints procedures and ensure they know the value in comments and complaints, so that they can carry out their roles and responsibilities with confidence.