

# Complaints Policy & Procedures

## Our Complaints Policy

Permadoor are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details and we will resolve it following the procedure below.

## Our Complaints Procedure

1. Upon receipt of your complaint we will send you an email acknowledgement within three working days.
2. We will then investigate your complaint. This will involve passing your complaint to a Complaints Co-ordinator who will review your complaint and decide on a course of action.
3. The Complaints Co-ordinator will contact you via telephone to discuss your issue and hopefully resolve your complaint. They will do this within three working days of sending you the acknowledgement email.
4. Within three working days of the telephone conversation, the Complaints Co-ordinator will contact you again via telephone to confirm what action they propose, with the aim of a solution being agreed with you.
5. At this stage, if you are still not satisfied, you should contact our Sales Office Supervisor. They will deal with your complaint personally, discussing with you your desired outcome to ensure a quick solution is achieved.
6. Our Sales Office Supervisor will contact you via email within 2 working days of receiving your escalated complaint, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact our Sales Office Manager. They will personally review your case, make telephone contact with you to discuss the issue and determine the course of action for resolution.

Tim Roome  
General Manager