



The Oast, Friday Street Farm
Friday Street, East Sutton
Maidstone, Kent ME17 3DD
Tel: 01622 824 337

Complaints

We are committed to providing exceptional customer service and value; but in rare circumstances we fall short of these standards. For this reason, we have the following complaints procedure.

We record all complaints received in order that they can be investigated and resolved.

We are keen to receive all feedback about our service delivery so that we can learn lessons from mistakes made and improve.

Making a Complaint

Complaints can be made in a number of ways and should be addressed to one of our two directors Caroline Judd or Roger Jackson:-

Post Letters should be addressed to: **The Oast, Friday Street Farm, Friday Street, East Sutton, Maidstone, Kent, ME17 3DD**

Telephone **01622 824 337**
07543 961 405 – Caroline Judd
07922 567 310 - Roger Jackson
These telephone numbers are contactable 24 hours a day, 365 days per year

Email **caroline@turnkeyfire.co.uk**
roger@turnkeyfire.co.uk

In Person Either by appointment to: **The Oast, Friday Street Farm, Friday Street, East Sutton, Maidstone, Kent, ME17 3DD**

or at a location of your choice. Please contact Caroline Judd to arrange

Dealing with the Complaint

Our aim is to resolve a complaint as soon as possible to the satisfaction of the customer. A dedicated member of our team, usually Caroline Judd, will investigate and respond to the customer, providing a single point of contact.

We will acknowledge all complaints received on the same working day as receipt.

Where possible (while the investigation takes place) we will take immediate steps to correct any issues arising from the complaint.

Complaints will be investigated; this can take time, and in some cases may involve other third parties. Wherever possible we will aim to complete investigations within five working days of receipt of complaint. We will keep you notified of the expected time to investigate, and any delays or other issues relating to the complaint investigation.

Once the investigation is complete, we will contact you to detail the outcome of our investigation and provide a full response to the complaint in writing.

Independent Review

We will make every effort to resolve complaints to the satisfaction of the customer but acknowledge that this may not always be possible. We are members of the Fire Industry Association and have third party certification with the British Standards Institute under the BAFE SP203 scheme. Complaints may be referred to both organisations as follows: -

Fire Industry Association – Our Membership Number is 1343

Tudor House, Kingsway Business Park, Oldfield Road, Hampton, Middlesex, TW12 2HD
Phone: 020 3166 5002 **Email:** info@fia.uk.com

British Standards Institute – Our Certificate Number is KM 697377 / 102452

BSI, Kitemark Court, Davy Avenue, Knowhill, Milton Keynes, MK5 8PP
Phone: 0345 080 9000 **Email:** certification.sales@bsigroup.com