

ARTISAN ELECTRICAL

1-3 Ada Street, Queensbury, BD13 2HL

Tel 01274 414340 Mobile 07761 552319

E-mail info@artisan-electrical.co.uk



Complaints Policy

Artisan Electrical & Security Ltd is committed to providing high-quality services and maintaining the highest standards of customer care. If a customer wishes to make a complaint or register a concern, they should find it easy to do so. This policy ensures that complaints are handled properly, fairly, and in compliance with relevant UK legislation, including the **Consumer Rights Act 2015**, **Alternative Dispute Resolution (ADR) for Consumer Disputes (Amendment) Regulations 2015**, and the **UK General Data Protection Regulation (UK GDPR)**.

This policy is designed to encourage continuous improvement and customer satisfaction. It is not intended to assign blame, assess negligence, or provide compensation, but rather to resolve issues in a timely and effective manner.

Aim

Our aim is to ensure that complaints are handled promptly, fairly, and transparently, with a focus on customer resolution and regulatory compliance.

Goals

We aim to:

- Provide an accessible and straightforward system for lodging complaints.
- Appoint a named individual to oversee the complaints process.
- Acknowledge all written complaints within **two working days**.
- Conduct a thorough investigation and provide a response within **28 days**.
- Ensure all complaints are handled fairly, confidentially, and in accordance with relevant laws and data protection principles.
- Offer escalation options, including referral to regulatory bodies such as **NICEIC, ELECSA, or the Financial Ombudsman Service** where applicable.

The designated **Complaints Manager** responsible for handling complaints is **Daryl Bean and/or Joshua Thwaites**, who can be reached at **01274 414340** or via email at info@artisan-electrical.co.uk.

Complaints Procedure

Oral Complaints

- All verbal complaints, regardless of perceived importance, will be taken seriously.
- Frontline staff should attempt to resolve the issue immediately where possible.

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- If the issue cannot be resolved immediately, it should be escalated to **Joshua Thwaites**.
- Staff should remain professional, polite, and courteous at all times.
- If a complaint is made on behalf of a customer, permission must be verified in accordance with **UK GDPR**.
- The resolution plan should be communicated clearly, and if the complainant remains dissatisfied, they should be guided towards submitting a formal written complaint.

Written Complaints

- Upon receipt, written complaints should be recorded in the complaints log, and an acknowledgment letter should be sent within **two working days**.
- If a complaint is made on behalf of a customer, written consent must be obtained in compliance with **UK GDPR**.
- Where necessary, legal advice should be sought before proceeding with an internal investigation.
- If the complaint involves potentially serious issues, it may be referred to NICEIC, ELECSA, or another regulatory body.
- A formal investigation will be conducted, with a full response provided within **28 days**. If additional time is required, the complainant will be informed of the delay.
- The complainant has the right to bring a representative or advocate to any meetings.
- A written outcome of the investigation will be sent to the complainant, including details on how to escalate the matter if they are unsatisfied with the resolution.
- If the complainant is dissatisfied with the outcome, they will be directed to alternative dispute resolution (ADR) options, such as **Ombudsman Services or Citizens Advice**.

Compliance & Review

This policy is reviewed annually to ensure compliance with current **UK consumer protection laws, ADR regulations, and data protection standards**. Any updates to **UK legislation or industry regulations** will be reflected in subsequent revisions.

SIGNED:

NAME: Joshua Thwaites

DATE: 20/03/2025

Policy Review: Date

Reviewed By