

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on: 01708 223 332

Or write to us at: 154 Lodge Lane, Grays, Essex RM16 2TS
(please request proof of receipt if posting)

Or email us: archerstreecare@btconnect.com

We aim to respond within 3 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

This policy is fully communicated to all relevant parties and is reviewed at least on an annual basis.



Keith Archer
Director

Registered Address: Lakeview House, 4 Woodbrook Crescent, Billericay, Essex, CM12 0EQ

Correspondence Address: 154 Lodge Lane, Grays, Essex RM16 2TS

VAT Number: 752 4728 21 Company Registration Number: 3842184