



COMPLAINTS PROCESS



WE ALWAYS ENDEAVOUR TO PROVIDE A GREAT SERVICE AND PRODUCTS FOR OUR CUSTOMERS. HOWEVER, ON RARE OCCASIONS, WE RECOGNISE THAT THERE MAY BE A FEW TIMES WHERE OUR CUSTOMERS MAY NOT BE COMPLETELY SATISFIED.

TO ENSURE THAT WE CAN PUT THINGS RIGHT, PLEASE READ OUR COMPLAINTS PROCEDURE AND WE WILL RESPOND PROMPTLY TO ENSURE COMPLETE SATISFACTION.

AS SOON AS POSSIBLE AFTER THE WORK HAS BEEN COMPLETED, PLEASE INSPECT THE WORK TO ENSURE EVERYTHING HAS BEEN CARRIED OUT TO OUR NORMAL HIGH STANDARDS.

IN THE UNLIKELY EVENT, THERE IS ANYTHING THAT YOU ARE NOT COMPLETELY SATISFIED WITH PLEASE CONTACT US AS SOON AS POSSIBLE IN ORDER FOR US TO RECTIFY ANY ISSUES YOU MAY HAVE. PLEASE FIND OUR CONTACT DETAILS BELOW. WE AIM TO RESPOND WITHIN ONE WORKING DAY OF YOUR COMPLAINT AND WHERE POSSIBLE PROVIDE YOU WITH A DATE TO RECTIFY ANY ISSUES RAISED.

WHERE WE ARE UNABLE TO RESOLVE YOUR COMPLAINT, WE ARE ALSO PART OF A DISPUTE RESOLUTION OMBUDSMAN SERVICE. WE ARE COMMITTED TO MAKING YOU COMPLETELY SATISFIED, HOWEVER IN THE UNLIKELY EVENT THAT WE CANNOT FULLY RECTIFY ANY OF YOUR ISSUES PLEASE ASK US FOR THIS INFORMATION.

YOU CAN CONTACT US USING THE FOLLOWING OPTIONS;

WRITE TO US -

RMTV SOLUTIONS
7 EDEN WALK
ST MARY PARK
MORPETH
NE61 6BP

CALL US -

RMTV SOLUTIONS - 07814417419

OR

CALL WHICH? TRUSTED TRADERS - 0117 456 6031

EMAIL US -

INFO@RMTVSOLUTIONS.CO.UK