



Complaints Policy

We always try to succeed in providing the best service to our customers. However, there may be times that as a customer of ours you may not be completely satisfied with the works completed or the time frame with which the works were completed.

To ensure we can put things right 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 02084643189,
- Or write to us at 58a Beckenham Lane BR2 0DQ (please request proof of receipt if posting)
- Or email us to info@gassafe.net

We aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted traders in the first instance on 0117 981 2929.

If your complaint is safety related, and you feel that we have not resolved it to your satisfaction, you can also make a complaint to the Gas Safe Register 0800 408 5500 www.gassaferegister.co.uk