

Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve future clients experience and our standards.

If you have a complaint, please contact us with the details, you can call us on 01732 884535 or email us at enquiries@timberanddamp.co.uk. If you initially make your complaint verbally; either face to face or over the telephone, to allow us to fully investigate we would ask that you put it in writing either by email or by post to the address shown above.

What will happen next?

We will send you a letter/email acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will involve passing your complaint to the Office Manager, who will review the matter and speak to all members of staff involved and if required visit site and gather additional information.

We will then send you a detailed written reply to your issues, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you remain dissatisfied with any aspect of our handling of the complaint you should contact us again and we will arrange someone unconnected with the matter at the firm to reassess or, for your complaint to be reviewed by a local solicitor or mediation service to review the decision.

If you remain unhappy with the result of any of the above and your complaint remains unresolved you can refer your complaint to arbitration if it falls in scope of the scheme. The Institute of Independent Arbitrators currently operates the arbitration scheme for our governing body the PCA.

We do hope we can resolve this matter satisfactorily for you,
Kindest Regards,

Dean Webster
Company owner

Note

If you decide to seek a legal remedy to the dispute at any time, then this procedure will be curtailed with immediate effect. The time limits shown are recommendations only but should ensure that complaints are dealt with within a reasonable time frame.

If you are still not satisfied, you can then contact our trade association:

The Property Care Association
11 Ramsay Court
Kingfisher Way
Hinchingsbrooke Business Park
Huntingdon PE29 6FY

email: pca@property-care.org
Call: 0844 375 4301