



Millpond Electrical
6 Miles Cottages
Taylors Lane
Bosham
PO188QG
Telephone: 01243884321
Email: Info@millpondelectrical.co.uk
NAPIT ID = 74136
Trustmark ID = 3436940
VAT Registration Number – 489 5482 25

Complaints Policy

What is a complaint?

A complaint is any expression of dissatisfaction by our customers when they want us to do something about it.

The business always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure the business can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact the business straight away with any concerns either by phone, email or write to us. If writing, get proof of posting.

What will we do?

Where a customer has a complaint, we will consider it fairly and try to find an agreed course of action to resolve the complaint speedily and effectively to the customer's satisfaction.



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Business Complaint Procedure

1. In the first instance, the customer can contact us by phone, email or post. They should do so as soon as possible after first noticing a problem.
2. We will take the details of the complaint, make a formal record of our receipt of the complaint and make a thorough note of the issue(s) raised.
3. We will inform the customer that we will do our best to resolve the complaint in a timely manner but that they have a right to refer the complaint to NAPIT if we cannot reach a satisfactory resolution, see point 9, NAPIT can provide you with support. This is an Organisation with which we are accredited.
4. For complaints received by phone, if we can't resolve the customer's issue(s) immediately, we will ask the customer to put the complaint in writing so that there is a clear record for everybody. We will offer help with this if the customer wants it.
5. If necessary, we may have to ask the customer to provide us with copies of paperwork or other material to support their complaint. We will make a note of anything received from the customer in the complaints record.



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6. If we need to inspect the system or visit the customer to investigate the complaint, we will do so **within 7 days of receiving the complaint**. If the customer is without heating or hot water because of the situation that led to the complaint, we will get out to them **within 24 hours**. If a visit is necessary, we will let the customer know the outcome as soon as possible after the visit. We will also record this in the complaints record.
7. We will keep a note of all contacts (or attempted contacts) with or from the customer while we are trying to resolve the complaint, including telephone conversations.
8. We will respond to the customer with our findings and a summary of actions/communications **within 10 working days** of receiving the complaint. Whenever we can, we will aim to sort the complaint out more quickly than this and informally, for example, with a phone call to give advice that solves the problem. We will make a clear record of any complaints resolved in this way.
9. If we cannot resolve a complaint and/ or the customer is not satisfied with the resolution offered, we will advise where they can pursue their complaint.
 - If the complaint is (partly or wholly) about technical aspects of the electrical installation, we will direct them to our Government-approved and UKAS-accredited



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membership scheme, NAPIT

<https://www.napit.org.uk/complaints/>

- If you are still unsatisfied, we refer you to Citizens Advice <https://www.citizensadvice.org.uk/consumer/get-more-help/report-to-trading-standards/>

10. We will cooperate fully with NAPIT to assist them in resolving the complaint.
11. We will not take, or threaten to take, action against a customer through the courts without first trying to solve the problem as set out here.
12. In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.
13. We will regularly review our complaint records to identify any actions we may need to take to prevent complaints from recurring



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Customer Complaint Record

Customer name:	
Date of complaint:	
Date of work undertaken in regard of complaint:	
Person or persons complaint is about:	
Reason for complaint:	



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