

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 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: Free phone 0800 014 8643

Or write to us at:

Dependon Limited
Ms C Oliver
Unit 46 | Basepoint Business Centre | Stroudley Road | Basingstoke | Hampshire | RG24 8UP

(Please request proof of receipt if posting)

Or email us: info@dependon-group.com
addressed to Ms C Oliver

We aim to respond within 10 days of receiving your complaint and where possible, provide you with a date to remedy any issued 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 to your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0117 981 2929 or via their website.

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Head Office: Unit 46 | Basepoint Business Centre | Stroudley Road | Basingstoke | Hampshire | RG24 8UP

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