

Complaints Policy

1. We are committed to providing a high quality service and to dealing with all our customers fairly. We acknowledge that we may not always get it right so if something has gone wrong, we need you to tell us.
2. Any complaint regarding our products or services must be made in accordance with this policy and our terms and conditions which can be found at [INSERT LINK].
3. Subject to clause 5 of our terms and conditions, your complaint must be made to us within 2 weeks of its subject matter arising. We are not obliged to review any complaint brought to our attention after this period has expired.
4. If your complaint relates to a defect which is covered by clause 5 of our terms and conditions, we will not be obligated to offer any resolution to your complaint to the extent that it has been dealt with under clause 5 of the terms and conditions. For ease of reference, under clause 5 of our terms and conditions, you must inspect any Goods on Delivery and notify us immediately of any defects. In respect of latent defects, you must notify us within a reasonable time. In each case, we may require you to return the Goods to us at your cost before we decide whether to repair, replace or refund the Goods (if any).

5. HOW DO I MAKE A COMPLAINT?

- 5.1 You can contact us in writing (by letter or email) or by calling us in the first instance at:
 - (a) James Gilbert and Son, 129 The Vale Acton, London, W3 7RQ.
 - (b) info@jamesgilbertandson.com
 - (c) 0208 743 1566
- 5.2 If you choose to call us and your complaint cannot be resolved during the call, we will ask that you put your complaint in writing before we can consider it further.
- 5.3 To help us to understand your complaint, and in order that we do not miss anything, please tell us:
 - (a) your full name and contact details
 - (b) what you think we have got wrong; and
 - (c) what you hope to achieve as a result of your complaint.
- 5.4 Where your complaint is made in writing you must include detailed photographs of any damage complained about.

6. HOW WILL YOU DEAL WITH MY COMPLAINT?

Where your complaint is made in writing

- 6.1 We will write to you within two working days acknowledging your complaint, enclosing a copy of this policy.
- 6.2 We will investigate your complaint. This will usually involve:
- (a) reviewing your complaint
 - (b) reviewing our correspondence and documents, and
 - (c) speaking with the people who dealt with your order
- 6.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 6.4 We will update you on the progress of your complaint at appropriate times.
- 6.5 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within [21] days of the date of our letter of acknowledgement.

7. WHAT WILL IT COST?

- 7.1 We will not charge you for handling your complaint but we may need to charge you if resolving the complaint involves a change in the original scope of work or the repair of damage that was not caused by us. We may also need you to return Goods to us at your cost.
- 7.2 Please note that if we have issued an invoice for work done, and all or some of the invoice is not paid, we are entitled to charge interest on the amount outstanding.
- 7.3 We will not be precluded from taking formal steps to recover any monies outstanding and owed to us due to you having made a complaint in accordance with this policy or at all.