



Keith Judge
Carpenter, Builder and Contractor

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PROPRIETOR: Keith C Judge
VAT Reg No 536 0297 48

Customer Complaint Resolution

General Statement

It is the policy of KEITH JUDGE, BUILDER AND CONTRACTOR to put its customer complaints and resolution procedure into practice by:

- a. providing all customers with a copy of the Company Complaint Resolution Policy Statement
- b. recording all complaints in writing
- c. responding to all complaints promptly, but within a maximum of 3 days
- d. recording response to all complaints in writing with details of action taken to resolve complaint
- e. endeavouring to carry out and complete all works to resolve complaints within a maximum of 10 days
- f. referring complaints promptly to the Certification Body Complaint Handler where the company is unable to resolve the complaint to the satisfaction of the customer.

Keith Judge has overall responsibility for dealing with complaints.

Signed KEITH C JUDGE, (PROPRIETOR)



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