

Complaints Procedure

PIM Electrical Ltd. Complaints Handling Policy

Our complaints policy

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 our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to NAPIT.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director, Daniel Williams, who will review your matter file and speak to the member of staff who acted for you.
3. Daniel Williams will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Daniel Williams will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Daniel Williams will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Legal Advisor, Bethanie Clarke, to review the decision made by Daniel Williams.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still unsatisfied, you can then contact

NAPIT

4th Floor
Mill 3 Pleasley Vale Business Park
Mansfield
Nottinghamshire
NG19 8RL

Or via the NAPIT online complaints form

<https://www.napit.org.uk/home-owner/complaint.aspx>

about your complaint. For further information, you should contact NAPIT on **0345 543 0330** or at info@napit.org.uk. Information on NAPIT's Complaints procedure can be found here: <https://www.napit.org.uk/home-owner/complaints-policy.pdf>