

# Customer Care and Complaints Procedure

At First Demolition Services Ltd we strive to provide a first-class service to all our customers. However, there may be an occasion when you are not happy with the service that you have received.

If you have any questions, suggestions or complaints:

## 1. Initial stage

In the first instance, please speak to a member of our senior team who will try to sort things out directly or will put you in touch with someone who can help.

## 2. How to contact us

In case your query or complaint cannot be resolved in the Initial Stage you can contact us as follows:

**Phone:** 020 8088 2539

Our opening hours are Monday to Friday 8am to 5pm

**Email:** [operations@firstdemolition.co.uk](mailto:operations@firstdemolition.co.uk)

### Write to:

Complaints

First Demolition Services Ltd

21-27 Lambs' Conduit St

London

WC1N 3GS

## 3. What you can expect from us

If you send your complaint by email or post, we will aim to send an initial acknowledgement of receipt of the complaint within 3-working days and a full response within 10-working days of receipt. If we cannot respond fully within 10-working days due to the nature of the complaint, we will keep you informed on the progress of our investigation.

## 4. Resolving your complaints

We will try to put things right the first time but if you are not satisfied with the way your complaint has been handled and wish to take the matter further, you can appeal in writing to our Managing Director who will acknowledge receipt of your appeal within 3 working days and advise of the process to follow. A final offer of solution will be provided to you in writing based on further investigation and the company's position.

## 5. Complaints Analysis

We will document all complaints for corrective action where necessary, review and analysis. Where trends have been identified the appropriate action will be taken to promote and manage positive customer experience.