

5 EASTWAY BUSINESS VILLAGE
OLIVERS PLACE, FULWOOD
PRESTON, PR2 9WT

Tel: 01772 702022

www.ballandberry.co.uk
info@ballandberry.co.uk



Ball and Berry Ltd Complaints Procedure

Introduction

We at 'Ball and Berry Limited' are committed to providing best value and the best possible level of service to its customers. However, we realise that sometimes we don't get everything right, and there may be occasions when you are unhappy with the service we provide.

If you are dissatisfied with an aspect of the service or you feel you have been treated unfairly or discourteously by a company employee then please let us know.

We will welcome your complaint as an opportunity to improve our services and, where possible, we will try to rectify the situation.

Raising a Complaint for the First Time

If you are dissatisfied in any way with something 'Ball and Berry Limited' has (or has not) done get in touch, first of all, with the member of staff responsible and give them a chance to put the matter right, there and then.

If you are not satisfied with our response to your complaint when it is first raised you can have the matter looked into more fully using the procedure set out below.

Making a Formal Complaint

Stage 1 of the complaints procedure gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two.

Stage 2 gives you the opportunity to have your complaint reviewed and considered by the Construction Industry Council.

Stage 1:

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Please send your written complaint to:

*Paul McNeill - Director
5 Eastway Business Village
Olivers Place
Fulwood
Preston
PR2 9WT
Tel: 01772 702022
Email: paul@ballandberry.co.uk*

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage 2:

Code of Conduct - Section 3 Disciplinary Procedures Construction Industry Council Approved Inspector Register (CICAIR)

If after exhausting its internal process you still remain dissatisfied with 'Ball and Berry Limited' response you may in accordance with the above code of conduct refer your complaint in writing to:

*The Registrar
Construction Industry Council
Approved Inspectors Register
26 Store Street
London
WC1E 7BT*

Note: *The Complaints Procedure is not intended for you to question something that 'Ball and Berry Ltd' has decided upon or done simply because you do not agree with it. The Procedure is to give you the opportunity to raise a complaint where you have suffered an injustice as a result of the actions, or inactions of the company.*