



Complaints Policy

COMPLAINTS POLICY

At the London Alcove Company, we always endeavour to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure we are able to put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on as agreed and to the high standards we aim to achieve.

Please contact the us straight away with any concerns either by phone or email.

The London Alcove Company complaints procedure

On receipt of your complaint we aim to respond within 5 days.

We will arrange a convenient date to come and view and/or remedy the situation within 28 days.

In the unlikely event we are unable to resolve your complaint having exhausted our complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

We have access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.