

Countryside Pest Control Services Ltd.

Three Tree Smallholding, Townhill Drive, Broughton, Brigg, N. Lincolnshire, DN20 OHE.

Telephone/Fax 01652659308.

Company No, 7526041.

Accredited Member of the National Pest Technicians Association.

Associate Member of the Royal Society for the Promotion of Health.

countrysidepctd@gmail.com

COMPLAINTS POLICY

This Policy

This policy explains how:

- you, the clients, can raise a complaint about our services; and
- how we will deal with complaints.

We are a family run business with over 30 years of experience.

Cathy and Les will always aim to provide high quality services and to provide a high standard of client care. We recognise however that sometimes we may not get things right and as such, it is important that you can raise any issues or complaints with us.

How to Make a Complaint

If you would like to make a complaint, you can do so via email to:

countrysidepctd@gmail.com

Information

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of services we have provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

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What to Expect

Complaints will be processed and looked at during our business hours which are:

MONDAY TO FRIDAY 9:00 AM TO 6:00 PM

Complaints will be dealt with by our complaints manager:

CATHY ROBINSON

Acknowledgement

Cathy will acknowledge your complaint within **5 business days** of our receipt of it.

Investigation

Cathy will then conduct a thorough investigation into your complaint, she may need to contact you in order to obtain further details during the investigation.

Response

A response to your complaint will ordinarily be provided to you via email.

Cathy will aim to provide the full response within **5 business days** of receipt of your complaint. Sometimes, the investigation may take longer. If this is the case you will be contacted and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Our complaints manager may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

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We will offer the solution which our Cathy judges is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If our Cathy does not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

Other Options

We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

Professional Body

We are a member of: **NPTA**

Details about this body can be found here: www.npta.org.uk

We adhere to the relevant guidelines and code of conduct prescribed by the above body. You can contact this body about any complaint should you deem this appropriate.

External Scheme

The following external and independent scheme exists which may be able to assist in resolving your complaint:

THE CONSUMER RIGHTS ACT 2015

More information about this can be found here:

0808 223 1133

Legal Claims

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.

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We recognise that complaints may also be raised informally; in which case we will try to resolve the issue as soon as possible in order to be able to continue to provide the promised service.

The point of contact for informal complaints is Cathy Robinson.

01652 659308