



**Trusted Traders**

Model Complaint Policy

## **COMPLAINTS POLICY**

**We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.**

**To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.**

**As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.**

**In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on: **0131 332 1616**, write us at: **ETC 10 Montrose Terrace Edinburgh, EH7 5DL** or email us at **etclock@aol.com** on the details at the top of this document.**

**We aim to respond within **14** days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.**

**Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0333 241 3209**.**

**Edina Technical Company Limited**

Registered in Scotland No: SC 298830

Registered office: Facts and Figures 46 Craighall Road Edinburgh EH6 4RU