



# Complaints Policy & Procedure

Aircon Group		
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## Our commitment to Customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive, a poor-quality service
- When you have a problem with a member of staff

### How to make a complaint

If you wish to make a complaint you can contact our Administration Services Team in any of the ways listed below:

1. By email to: [sales@airconme.co.uk](mailto:sales@airconme.co.uk)
2. In writing to:

The Office Manager  
 Unit 52 Dukesway  
 Teesside Industrial Estate      OR  
 Thornaby  
 Stockton-on-Tees  
 Middlesbrough  
 TS17 9LT

The Office Manager  
 Unit 10, Stadium Court  
 Barbot Hall Industrial Estate,  
 Parkgate  
 Rotherham  
 S62 6EW

3. By phone to our Customer Services Team on 01642 249026
4. By fax to our Customer Services team on 01642 247179
5. In person at one of our offices.

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**Your complaint will be fully investigated, and a response issued within 10 working days.**

If you are unhappy with the response you can contact the Managing Director:

*Mr. Stephen Farrell  
Aircon Group  
Unit 52 Dukesway  
Teesside Industrial Estate  
Thornaby  
Stockton-on-Tees  
TS17 9LT  
Tel: 01642 249026*

### **Response times**

- We will acknowledge receipt of your complaint within 2 working days.
- We will issue a full response within 10 working days.
- If there is a delay in responding we will keep you informed of our progress.

### **Comments**


We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices.

Alternatively, you can email us from the contact us section on our website:

**[www.aircon-refrigeration.co.uk](http://www.aircon-refrigeration.co.uk)**

### **Accepted and Approved**

Signature:   
Name: Mr. S. Farrell  
Designation: Managing Director

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