



Complaints Policy & Procedure

Aircon Group		
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Our commitment to Customers

Aircon Refrigeration Ltd t/a Aircon Group 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@aircongroup.com
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 11a
Goldthorpe Industrial Estate,
Commercial Road
Goldthorpe
S63 9BL

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 Dukeway
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.aircongroup.com

Accepted and Approved

Signature:

Name:

Mr. S. Farrell

Designation:

Managing Director

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