

IF YOU NEED TO MAKE A COMPLAINT

The principle assigned to deal with complaints is:

**Complaints Department Rated Roofing 47 Dalmahoy Crescent Kirkcaldy Fife
KY26TA Email: Barryspears@me.com
Step-by-step complaints procedure**

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometimes we may not get things right the first time.

When that happens we want you to tell us what went wrong so we can put matters right.

We want to: - Make it easy for you to tell us what went wrong; - Give your complaint the attention it deserves; - Resolve your complaint fairly without delay; and - Make sure you are satisfied with how your complaint was resolved.

How and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In writing: write to us at the address shown and address your letter to The Customer Complaint Manager.

By telephone: call us on 07725832743 during our office hours and ask for the manager.

By email: use the email address shown.