

Complaints Policy Procedure

AC1 Electrical Services follows up on all customer complaints. We use the following procedure when dealing with complaints:-

1. COMPLAINT RECEIVED

Complaints are received both verbally and via email.

2. COMPLAINT LOGGED

All complaints received are logged at our Head Office.

3. INVESTIGATION – DIRECTOR LEVEL

All complaints received are investigated by our Director.

4. CLIENT LIAISON

Throughout the investigation process, we will maintain liaison with our client.

5. REPORT

At the conclusion of the investigation, a report is compiled with recommendations.

6. COMPLAINT RESOLUTION MEETING

We will then meet with our client to discuss the report.

7. REVIEW PROCEDURES

As a result of the Resolution Meeting, there may be a requirement to amend/change procedures. These will be agreed with our client prior to implementation.

