

Complaints Procedure

1. Purpose: The purpose of this procedure is to standardise and provide full details of our customer complaints process at Aircon Refrigeration Ltd T/A Aircon Group, hereafter known as Aircon Group.

2. Scope: It is limited to the full operation of business at Aircon Group.

3. Responsibility:

3.1 The Quality Manager ensures that all documentation related to this procedure is up to date and all employees are implementing it accordingly.

3.2 The Branch Managers at each operational office are responsible for overseeing the implementation of this procedure and any change required is requested to the Quality Manager or his representative, also records are being kept on a regular basis.

4. Our commitment to Customers

4.1 We aim to ensure that:

4.1.1 making a complaint is as easy as possible

4.1.2 We treat your complaint seriously

4.1.3 We deal with your complaint promptly and in confidence

4.1.4 We learn from complaints and use them to review and improve our service

5. What is a complaint?

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

5.1.1 when we do not deliver a service on time

5.1.2 When we give you the wrong information

5.1.3 When you receive a poor-quality service

5.1.4 When you have a problem with a member of staff

6. Procedure:

If you wish to make a complaint, please email the details to: sales@aircongroup.com for attention of the Quality Manager.

6.1. In writing to:

The Quality Manager
Unit 52 Dukesway
Teesside Industrial Estate
Thornaby-on-Tees
TS17 9LT

6.2 By phone to our Quality Manager on 01642 249026

6.3. In person by visiting one of our offices.

6.4. Full details of your complaint will be recorded

6.5. Aircon Group management will carry out a full investigation of the complaint

6.6. A written response will be issued and communicated to the complainant within 10 working days.

7. Records

All completed quality documentation and records must be retained for a least three years unless specified in other regulations or by legislation.