

## COMPLAINTS PROCEDURE

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**Effective Date:** 2/5/25  
**Review Date:** TBA

At **1st Call Roofing Services Limited**, we are committed to providing high-quality roofing solutions and excellent customer service. However, we understand that, on occasion, things may not go as expected. If you have a complaint, we encourage you to inform us so that we can resolve the issue efficiently and improve our services. "We kindly request that customers notify us of any visible defects or issues within **48 hours** of noticing them. This allows us to address potential problems promptly and prevent any further damage. This request does not affect your statutory rights under the Consumer Rights Act 2015, including your right to raise concerns about workmanship within a reasonable timeframe."

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### 1. How to Make a Complaint

If you are dissatisfied with our service, you can raise a complaint by any of the following methods:

- **Phone:** Call us on +44 7957 224396
- **Email:** Send details of your complaint to [1stcallroofingservices@gmail.com](mailto:1stcallroofingservices@gmail.com).
- **Post:** Write to us at:  
*1st Call Roofing Services, 38 Ravensmead Road, Bromley, BR2 0BT*
- **Website:** Visit our website [www.1stcallroofingservicesltd.co.uk](http://www.1stcallroofingservicesltd.co.uk) and use the contact form.

To help us address your complaint promptly, please provide:

- Your **full name and contact details**
  - Your **address**
  - A **detailed description** of the issue
  - Any **relevant photographs, documents, or invoices**
  - Your preferred resolution
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## 2. What Happens Next?

### Step 1: Acknowledgment

- We will acknowledge your complaint within **2 working days** of receiving it.
- A reference number will be assigned to your complaint for tracking purposes.

### Step 2: Investigation

- A member of the team will review your complaint and investigate the matter.
- We may contact you for further details, arrange a site visit, or discuss possible solutions.

### Step 3: Resolution

- We aim to provide a formal response **within 10 working days** of acknowledgment.
- If additional time is needed, we will inform you of the expected response time.
- If your complaint is upheld, we will take appropriate corrective action, which may include:
  - Repairs or remedial work
  - A partial or full refund
  - An alternative resolution agreed upon

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## 3. If You Are Not Satisfied

If you are unhappy with our response, you can escalate your complaint by:

- Requesting a review from **our Managing Director**, who will reassess the complaint.
- If the issue remains unresolved, you may contact CORC (Confederation of Roofing Contractors), or seek advice from **Trading Standards** or a **dispute resolution service**.

### External Contacts for Further Assistance:

- **CORC:** [www.corc.co.uk](http://www.corc.co.uk)
- **Trading Standards:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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## 4. Commitment to Improvement

We value customer feedback and use complaints to improve our services. **1st Call Roofing Services Limited** is dedicated to ensuring customer satisfaction and maintaining high standards in our work.

If you have any questions about this procedure, please contact us at :

Mr L Huckle **Director 1<sup>st</sup> Call Roofing Services Limited**

38 Ravensmead Road, Bromley, BR2 0BT  
Email: [1stcallroofingservices@gmail.com](mailto:1stcallroofingservices@gmail.com)