

Complaints Policy

General

It is the strong desire of Harding Electric Company that customers are 100% satisfied with the work they receive. However, we recognise that, on occasion there may be cause to raise issues, and sometimes escalate those into more formal complaints.

Customers are therefore urged to follow the procedure below, should they wish to raise a concern.

All work is carried out in accordance with our Terms and Conditions of Business and it should be noted that whilst customer complaints will be respected, we reserve the right to reject a complaint if the proposed action is outside of these terms.

Terms of Business can be found at www.hardingelectriccompany.com/tob

1. Speak informally to the individual carrying out the work

Most matters can be resolved simply through dialogue and sensible discussion/ compromise. However, if still not satisfied, customers may.

2. Inform the company in writing of their concerns

Please articulate your concerns to james@hardingelectriccompany.com, pre-fixing your message with the reference "COMPLAINT" in the email heading. The complaint shall be entered the complaints register. We shall endeavour reply to any written complaint within 24 hours, offering a proposed solution.

EVERY effort shall be taken to ensure customer satisfaction, within the bounds of Vestrimedd's Terms and Conditions of Business, or at the discretion of the Directors.

3. Escalation

If the customer is dissatisfied with the proposed complaint resolution from stage (2), they may further escalate their complaint to the company. Customers should be specific that their complaint has been escalated, as only by doing so shall further escalation to NICEIC be accepted as within this policy and acted on to be best of our resources and ability.

4. NICEIC Complaints

Customers may escalate their complaints further via the NICEIC's complaints procedure, which can be found here. <http://www.niceic.com/find-a-contractor/complaints>. Please note that "stage 1" of this

procedure directs the customer to discuss their complaint initially with the contractor, which means the Harding Electric Company procedure should be followed prior to this action being taken.