

Complaints Procedure

Pre-Heat is committed to providing the highest levels of Customer Service and Performance Standards. We do recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise have been unaware of.

How to complain

Step 1: Contacting us

The first step is to talk to a member of Pre-Heat staff. This can be done quite informally, either directly or by telephone.

Usually the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

We will try to resolve the problem on the spot if we can. If we cant do this, for example, because information we need is not directly available, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within 3 working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in writing to the Managing Director of Pre-Heat, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of our staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for your reference. This record will be passed promptly to the Managing Director to deal with.

Once the Managing Director receives a written complaint, he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within three working days of receiving it and the letter will say when you can expect a full response. This should normally be within 7 working days unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Simon Booth
Managing Director

February 2009

