



Complaints Policy

The dedication to fulfil our customer's needs and wants has always been imperative to the way G&K Heating operate and we adapt our services in order to achieve this. We work with the intent that once a customer uses G&K Heating, we hope they become a 'G&K Heating customer for life'.

G&K Heating strives to provide a high-quality service and aftercare to all our customers which our competitors find difficult to match. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, we have the below procedure in place to allow us to respond promptly to ensure complete satisfaction.

We strive to provide a consistent high-quality service and workmanship, however, if you feel that we have not upheld these standards please let us know.

We treat complaints with priority and aim to resolve any problem promptly. We endeavour to always be compassionate and understanding of any concerns and queries that you may have and do everything we can to come to a satisfactory conclusion as quickly as possible.

Should you have the need to make a complaint, you can do so by using the following contact details;

Phone: 01273 457742

Email: work@gandkheating.co.uk

Write: G&K Heating Ltd, 124 Carden Avenue, Brighton BN1 8NE

We aim to respond to all complaints within 5 working days.

In the unlikely event that we are unable to resolve your complaint to your satisfaction, you may wish to refer your complaint to an ombudsman.

Ombudsmen are independent, free and impartial, please see below link which provides all the information needed;

<https://www.citizensadvice.org.uk/consumer/get-more-help/how-to-use-an-ombudsman-in-england/>