



Hudnott Electric Ltd



Complaints Policy

To ensure Customer satisfaction the working practices of Hudnott Electric Ltd are listed below.

- We agree and document the work to be done.
- Written estimates are provided which include the objective and scope of the work to be done.
- We turn up on the dates and times agreed.
- You are kept informed of the progress and status of the work.
- We will always maintain a high standard of work complying with the current regulations.
- Payment is normally only due on successful completion of the job. Exceptions to this may be for staged work however this will also be agreed before any work is started.
- Full certification is provided at the end of the job once payment has been made giving you peace of mind that the job is compliant, safe and functional.
- We guarantee our work for a period of 12 months from the completion date.
- Any component failures within this timeframe will be resolved free of charge.

There are some areas however that we cannot control or be held responsible for:-

- The initial complaint must be made directly to us before any third party makes changes or corrects the area under concern.
- The complaint can only be made by the person ordering the work.
- Any failures due to the circuits or components being used outside the specifications detailed in the design and certification documentation.
- Damage caused by misuse or external influences.
- Electrical inspection condition report, where the relevant features of the electrical installation have subsequently been altered or removed.
- Further changes to the relevant installation or circuits have been made
- No responsibility is taken for the suitability and functionality of any appliances connected to the electrical installation or any damage subsequently caused to the installation or circuits.



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Complaints Procedure

- Should you have cause for complaint please contact us either by phone or in writing.
- If your complaint is made in writing we will send you an acknowledgement within two working days of receipt.
- We aim to resolve all complaints within 7 working days but for more complex complaints or complaints involving third parties this may be up to 21 days.
- If we are unable to resolve the complaint to your satisfaction we will provide you with details of our regulating body so you can raise the complaint with them if you wish.