



Complaints Handling Procedure

Butler Roofing Services Limited
Building 5 Carrwood Park,
Selby Road, Leeds
LS15 4LG
0113 337 2213

Company House no:12399408
FRN Number: 976937

BUTLER ROOFING Services aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with Butler Roofing Services.

If you are not happy with Butler Roofing Services please tell us

If you are unhappy about any THE ORGANISATION'S service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in Butler Roofing Services sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Director.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director/Chief Executive. (If your complaint is about the Director/Chief Executive), please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Director who will report the matter to the next meeting of the managers, which will decide on any further steps to resolve the situation.

By Phone: 0113 337 2213 or Email: info@butlersroofing.com

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If we cannot reach agreement with you?

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.
- Issue our final decision letter which will explain our final position.

The Financial Ombudsman Service

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the "eight-week rule"), you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

Please note: Only complaints relating to the sale of financial services should be referred to FOS.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk



Financial
Ombudsman
Service

Finally, please also let us know if you are happy with Butlers Roofing services.
Resources.