



Complaint procedure Flatley Heating Limited

Flatley Heating Limited always aim to provide a high standard of services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services Please let us know.

1. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

Flatley Heating Ltd assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

2. Who can complain

Anyone affected by Flatley Heating Limited can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

3. How you can make a complaint

You can complain:

- in person
- by telephone 01327 828 066 / 01604 808 801 / 01908 886 002
- through a member of our staff
- through an advocate or representative
- by letter to, 12 Swinneyford Road, Towcester, NN12 6HD
- by email to, info@flatleyheating.com

Flatley Heating Ltd , 12 Swinneyford Road, Towcester, NN12 6HD, 01327 828 066

www.flatleyheating.com





4. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.

5. Responsibility

The Registered Manager has overall responsibility for dealing with all complaints made about their service.

6. How we handle complaints

Flatley Heating Limited may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will keep you informed about the progress of the investigation.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

7. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

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