

# Complaints Procedure

## Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

## What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include
- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

## How to make a complaint

If you wish to make a complaint you can contact our Customer Services Team in any of the ways listed below.

**By email** at [admin@gtdi.co.uk](mailto:admin@gtdi.co.uk)

**In writing** to our offices

Graham Turner Commercial Interiors  
A6 Spectrum Business Centre  
Anthonys Way  
Rochester  
Kent  
ME2 4NP

**By phone** to our administration team 01634 296748

**By fax** to our Customer Services team on 08000 748 511

**In person** at our office above.

Your complaint will be fully investigated and a response issued within 10 working days.

If you are unhappy with the response you can contact the **Directors**

Graham Turner  
Graham Turner Commercial Interiors  
A6 Spectrum Business Centre  
Anthonys Way  
Rochester  
Kent  
ME2 4NP

### **If You are Still Unhappy**

If you are still unhappy with our response you can contact the following bodies

For suspended ceilings quote membership num 19663  
Omega world Industries  
38 Market Square,  
Uxbridge,  
UB8 1NG,

For General building  
Constructionline quote No 70903

PO BOX 6441  
Basingstoke  
Hampshire  
RG21 7FN

### **Response times**

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

### **Comments**

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices. Alternatively you can email us from the contact us section of our website