

COMPLAINTS HANDLING POLICY

Our policy

BookaBuilderUK is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our service, please let us know as soon as possible. This will help us to continually improve our service to you.

What to do if you have a complaint against BookaBuilderUK?

Our Complaints Procedure

We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.

Please contact us using the contact details below, detailing the nature of your complaint, your contact details and your preferred method of communication e.g. telephone or email. It is preferred that formal complaints are made in writing.

info@bookabuilderuk.com OR **0203 817 8467**

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

Complaints should normally be directed to the member of staff you have been dealing with, in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of their line manager and direct your complaint to them.

We aim to resolve all customer complaints as quickly as possible. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales for when matters should be resolved.

Any communications will be treated in confidence. For more information please see our Privacy Policy.

For quality and training purposes all calls to and from the business are recorded. Calls will be deleted after 3 months.

We aim to resolve all of our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, you can escalate your complaint to an independent alternative dispute resolution (ADR) provider.

What to do if you have a complaint against a member of BookaBuilderUK

We take complaints against members of our scheme very seriously. We will listen to your complaint, record the details and act where appropriate.

Please notify us of complaints as soon as practically possible and no later than 12 months from the incident.

We can only deal with complaints about members of BookaBuilderUK.

It is always advisable to speak to the business in the first instance and follow their complaints procedure.

If this is not possible or does not resolve the issue, please let us know via the contact details below.

info@bookabuilderuk.com OR 0203 817 8467

If you would like us to, we can contact the business on your behalf to find out what has happened and what the business intends to do given the situation.

What we will do:

- Listen to both parties
- Aim to maintain impartiality and fairness in view of the dispute
- Aim to empower both parties to resolve their dispute
- Attempt to bring both parties together
- Consider membership status for businesses who refuse to deal with customer complaints fairly and in compliance with applicable UK laws.

What we cannot do:

- Resolve disputes or make decisions for or on behalf of individuals or businesses.
- Make Judgements or awards for compensation on any individual or business.

If a dispute cannot be resolved, we would advise the following:

Write to the business setting out what has happened and the remedy sought. This should be concise and include only matters relevant to the complaint.

Hopefully this will open a dialogue where both parties can respond setting out their summary of what has happened and proposed remedies.

It is important for both parties to try and negotiate to reach a satisfactory and workable solution.

If a solution cannot be found, after everyone has set out their position, or if one party refuses to engage, you will need to escalate your complaint.

There are two options:

Alternative Dispute Resolution Services (ADR). A list of providers can be found at <https://www.tradingstandards.uk/commercial-services/adr-approved-bodies>.

Or

Start a claim in the County Court, details can be found at <https://www.gov.uk/make-court-claim-for-money>.

To use an ADR service, both parties must agree to take part and agree on which provider to use. If you consider going to Court you must be able to show that you have tried to resolve your dispute with the business first, so it is important to try and negotiate. The Court may suggest ADR as an option, so it is important to consider this.

There are costs involved with both ADR and Court options.

In most cases, setting out your complaint in writing and requesting a reasonable solution to the problem is likely to help resolve your complaint.

If you need legal advice and help with your complaint, please contact the Citizens Advice Consumer Service on 03454 04 05 06.

www.citizensadvice.org/consumerservice

Please note: BookaBuilderUK is a platform to assist in finding local trades people, we do not take responsibility for work carried out or undertaken by our members.