



Corporate 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 the following

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 customercare@whiteheadbs.co.uk in writing to our Customer Services Team at

Whitehead Building Services Ltd,
Lanyon House,
Mission Court,
Newport
Gwent,
NP20 2DW

By phone on 01633 242450

By fax on 01633 242451

In person at one of our offices.

Your complaint will be fully investigated and a response issued within 14 working days.

If you are unhappy with the response you can contact the Managing Director

Rhys Morton Managing Director
Whitehead Building Services Ltd,
Lanyon House,
Mission Court,
Newport
Gwent,
NP20 2DW

If you are still unhappy

If you are still unhappy with our response you can contact the HVCA/ECA
Complaints Administrator

*ESCA House
34 Palace Court
London
W2 4JG*

Tel – 020 7313 4800

Fax – 020 7221 7344

E mail: membership@eca.co.uk