

CUSTOMER COMPLAINTS POLICY

It is the policy of GAT Energy Specialist Air Conditioning Ltd to ensure all Customer Complaints are dealt with promptly, efficiently and fairly.

The objective is to effectively report and rectify any faults or problems that may arise on a project and by recording them will in turn enable us to prevent reoccurrence.

- Any complaint should be logged and immediately reported to Guy Thornton.
- We will acknowledge any complaint within three working days.
- It is the responsibility of all concerned to make sure the complaint is followed up and signed off meeting the approval of all parties, as far as possible.
- To maintain good customer relations by keeping the customer informed throughout the process.
- This policy applies to all staff (including those directly employed on a temporary or part-time basis and Sub-contractors) employed by GAT Energy Specialist Air Conditioning Ltd.