

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards and in line with the order/contract.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on *01704 547154*

Or write to us at :

*Southport Carpet Centre
99-109 Eastbank Street, Southport, Merseyside. PR8 1DG
(please request proof of receipt if posting)*

Or email us on: *hello@southportcarpetcentre.co.uk*

We aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where Southport Carpet Centre is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader, we use the Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted traders in the first instance on 0117 456 6031.