



INTRODUCTION

ITM Electrical aims to provide high quality services that meet your needs. We believe we achieve this most of the time, but if we are not getting it right, please let us know. In order to ensure our services remain at a high and improving standard, we have this procedure through which you can let us know of any reason you are not satisfied with your dealings with ITM Electrical.

MAKING A COMPLAINT IN PERSON

If you are unhappy about any of our services, please tell us, either by speaking to the relevant staff member or manager. If you are unhappy with an ITM Electrical individual, and if comfortable in doing so, it is often best to tell him or her directly to allow them the opportunity to rectify any concerns as soon as possible. If you feel this is difficult or inappropriate then please speak to the staff member's manager.

MAKING A WRITTEN COMPLAINT

If you are not satisfied with our response when making a complaint in person or wish to raise the matter more formally, then please complete the Customer Complaints Form below or write to the manager. If the complaint is about the manager then this will be forwarded to a third party for review.

RESPONSE

We take each complaint very seriously. Often we will be able to give you a response straight away. Where the matter is more complicated, we will give you at least an initial response within five working days. All written complaints will be logged. You will receive a written acknowledgement within three working days.

Our aim is to investigate your complaint thoroughly and to give you a reply within ten working days, setting out how we will resolve your complaint and any lessons learned, including corrective and preventative actions. If this is not possible, an interim response will be made informing you of the actions taken to date or under consideration.

Finally, please also let us know if you are happy with ITM Electrical services.

ITM Electrical Contact Details:

Post: 1 Spindleberry Avenue, Wellingborough, NN8 1GQ

Phone: 07399677446

E-mail: info@itmelectrical.co.uk

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Customer Complaint Form

Customer information (to be completed by customer)	
Name:	Email:
Address:	Phone number:
	ITM Electrical Job #:

Complaint information (to be completed by customer)	
Complaint date:	Complaint taken by:
Complaint details:	
First response corrective action:	
Suspected cause:	
What steps should be considered to avoid a repeat of the problem:	

Customer signature:

Print name:

Date: / /

Please send completed form for the attention of Edward Bennett, either by post or email.

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