

## **WHICH? TRUSTED TRADER COMPLAINTS PROCEDURE**

We always endeavor 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 that 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.

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.

Either call us on 01900 816672, or write to us at Blue Flame Services, Unit 20B Solway Industrial Estate, Maryport, Cumbria CA15 8NF, or email us at [info@blueflamecumbria.co.uk](mailto:info@blueflamecumbria.co.uk) and we aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised. Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use financial ombudsman service 0800 023 4567.

In the unlikely event that we cannot remedy your complaint to your satisfaction and 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.