



Customer Concerns & Complaints Procedure

At Quality Homes Investments Ltd (trading as N. Bird & Son Roofing), we believe that concerns are best resolved face to face. Roofing and building works are technical in nature, and in-person discussion allows issues to be properly reviewed, explained, and resolved without delay or misunderstanding.

For this reason, all complaints must be raised in person as the first step.

How to Raise a Complaint

Any complaint or concern must be raised by arranging either:

- A meeting at our office; or
- A site meeting at the Customer's property with a Company manager

Appointments can be arranged by telephone:

 0800 195 6946

This approach allows us to:

- Inspect our works directly
- Ask and answer questions clearly
- Explain findings properly
- Reach a fair and practical outcome

Assessment & Resolution

During the meeting, we will:

- Review the concern in relation to the agreed scope of works
- Inspect the relevant areas where appropriate
- Explain whether the issue relates to our workmanship or to other factors

Where remedial works are required under guarantee, these will be arranged within a reasonable timeframe.

Where our works are found to be sound and compliant, this will be explained and the matter considered resolved.

Written Correspondence

We do not accept complaints raised solely in writing as an initial method of communication.

Where a matter cannot reasonably be resolved through an in-person meeting, or where we consider it appropriate, we may:

- Request written information for clarification; or
- Provide a written summary confirming the outcome of the meeting

We reserve the right to decline prolonged or repetitive written correspondence where matters have been reasonably addressed.

Important Clarifications

- Raising a complaint does not automatically imply fault or liability.
- The presence of damp, staining, or moisture does not necessarily indicate defective workmanship.
- We are not responsible for issues outside the agreed scope of works or caused by internal, environmental, or structural factors.
- Complaints raised solely for the purpose of seeking retrospective discounts or price reductions will not be entertained.

Conduct & Good Faith

We expect all complaints to be raised and handled in good faith. Abusive, threatening, or defamatory behaviour towards our staff will not be tolerated and may result in communication being restricted or terminated.

Our Commitment

We are committed to resolving genuine concerns fairly, professionally, and promptly. Where our workmanship falls below the agreed standard, we will put it right. Where issues fall outside our responsibility, we will explain this clearly and honestly.

Contact Us

- ☎ 0800 195 6946
- 🏢 Office meetings available by appointment
- 🏠 Site meetings arranged where appropriate



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