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COMPLAINTS POLICY

Ignite Plumbing Services always endeavour to provide the best service for every client. However, on rare occasions, there may be times where a client may not be completely satisfied.

To ensure we can put things right as soon as possible, please read our complaints procedure below. The business will then be able to respond promptly to ensure complete satisfaction.

Upon completion of the work, please inspect all work to ensure everything has been carried out based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as possible to rectify these issues as quickly as possible.

Our Procedure

Either call, email or write* to us. We aim to respond within 14 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

On an instance where we cannot resolve your complaint using our own 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 want to do so, please contact Which? Trusted traders in the first instance on 0117 456 6031

*please request proof of receipt if posting

Yours faithfully,

Ignite Plumbing Services.