



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.

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: 07563590499, write us at: J & J Pest Prevention, 5 Capella Path, Hailsham, East Sussex, BN272JY or email us at info@jj-pestprevention.co.uk, on the details at the top of this document.

If you have a complaint against our organisation please contact the owner John Jorsta to have your complaint investigated further.

We aim to respond within two working days and to have investigated the complaint and reached a decision within 20 working days.

If after this time you are still unhappy, we are members of the British Pest Control Association, and you can contact them to assist in reaching a solution (www.bpca.org.uk/complaints).

Please do not contact them until you have gone through our internal complaints procedure, as they will refer you back to us.