

Our complaints procedure

We are committed to providing good quality services. We realise, however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

How we will deal with your complaint

We do not look on a complaint as unwanted, but rather as a learning opportunity, as it may help us to see where our services or procedures might be improved.

How to complain

This involves up to three steps:

Step 1: Let us know of your concerns as soon as you can.

If the team is currently carrying out the work or has just completed the work and are still with you, it is often best to speak with the Lead Scaffolder. If they are unavailable or unable to resolve your complaint satisfactorily, please email photos at your earliest convenience to info@maddisonscaffolding.co.uk. We normally reply within five working days.

Step 2: Taking your complaint further.

We hope you will only feel the need to make a formal complaint as a last resort and after you feel that the person dealing with the matter first has not taken the opportunity to put things right.

If you are still dissatisfied, the next step is to put your complaint in writing, explaining what you think went wrong and what you think would put things right.

Once received, your complaint will be acknowledged in writing within five working days of receipt and the letter will say when you can expect a full response. This should normally be within three weeks, unless the matter is complex, such as when other contractors or suppliers need to be contacted. Where this is the case, we will still inform you of the actions being taken and when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with our internal decision as a Which? Trusted trader we use Ombudsmen Services Ltd for dispute resolution. In the first instance please contact Which? Trusted Traders.