



## Complaints

We're really sorry you're not happy, we want to sort things out for you quickly. AEM Plumbing and Heating Ltd every one of our customers is important to us, we want to resolve your complaint as fairly and swiftly as possible. We will deal with your complaint promptly and effectively in a positive manner.

Customers can contact AEM Plumbing & Heating Ltd using the following methods:

Telephone: 07583145343

Email: [alex@aemplumbing.co.uk](mailto:alex@aemplumbing.co.uk)

Post: AEM Plumbing and Heating Ltd

In Person: By appointment only.

We will acknowledge receipt of your complaint within 7 working days AEM Plumbing & Heating Ltd initially contact you either by telephone or email to discuss your complaint and agree to a plan to resolve the issue within 14 days if not sooner.

If we are unable to provide you with a final response within 14 days we may extend this to a timeframe of 8 weeks, if after this time we are still unable to provide you with a final response, we will write to you explaining our reasons and advise you of a date when you can expect a final response.

If more than 8 weeks have passed from the date of your complaint and you still have not received a final response, or you are dissatisfied with the final response you have received at any stage of the process, you have the right to contact the relevant.

Gas Safe

For unsafe gas installation

Trading Standards

For any inadequate installation or services