



P.A.Hollingworth & Co Ltd
Building Contractors

www.pahkent.co.uk

Building & Electrical Contractors

Head Office: The Yard, Foxborough Hill, Woodnesborough, Sandwich, Kent. CT13 0NY
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Customer Complaint Resolution Statement

General Statement

It is the policy of P.A.Hollingworth & Co Ltd to put its Customer Complaints procedure into practice by;

- a. Informing all customers that the company has a Complaint Resolution Policy Statement.
- b. Recording all complaints in writing.
- c. Responding to all complaints promptly, but within a maximum of three working days.
- d. Recording response to all complaints in writing with details of the action taken to resolve the complaint.
- e. Endeavouring to carry out and complete all works to resolve complaints within a maximum of ten working days
- f. Referring complaints to the procedures set out in the contract documentation or to the Quality Mark Certification Body Complaint Handler where the company is unable to resolve the complaint to the satisfaction of the customer.

Managerial Responsibility

It is the aim of P.A.Hollingworth & Co Ltd to ensure that this policy is properly implemented, monitored and periodically reviewed, in accordance with the relevant provisions.

Signed: 

Name: Peter Hollingworth

Position: Director

Dated: 9th February 2024

Procedure for Managing Sub-contractors		Authorised by:	Samantha Cooper
Review Date	19/01/2025	Version No & Date	Version 2.0 19/01/2024