



**WEDO CONSTRUCTIONS  
HOME RENOVATION SPECIALISTS**

## **Complaints Procedure**

At WeDo Constructions we are realistic to acknowledge that from time to time there may be dissatisfied customers. Our aim is to keep the number of occurrences to a minimum and if they do happen to turn them to our advantage by learning from them to prevent reoccurrence. We actively seek feedback from our customers (good or bad) because this is the key to continuous improvement. Following completion of the claim, the customer is contacted by our customer service team and asked to take part on a short survey. From the information gathered we take any indication of dissatisfaction and investigate the cause. Where appropriate we make changes to our processes and if required implement training for our people. By moving forward we always stay ahead.

Should a complaint be received at any time the complaint will be recorded and logged and reviewed at management level. Resolution is agreed within 24 hours where possible and implemented with immediate effect. The resolution is then followed through and checked with the complaint record. Only then is the complaint signed off.