



Hipco Yorkshire Ltd

Complaints Procedure

Introduction

Our aim here at Hipco Yorkshire Ltd is to always provide a high quality and efficient service for all our customers and we recognise that things can unfortunately go wrong occasionally.

We take any complaints and concerns that we receive very seriously and aim to resolve them efficiently and speedily, the sooner you bring any concerns to our attention the sooner we will resolve them.

Hipco Yorkshire Ltd will always comply fully with the terms and conditions of our contractual agreement and guarantee as we appreciate and value all our customers.

On receipt of your complaint, whether received by telephone, letter or e-mail, it will be investigated by our Customer Services Representative and allocated to the most appropriate person to address and resolve the issue.

The complaints handling procedure:

Our contact numbers are below and we are available to take your calls from 9am to 9pm Monday – Saturday and 10am – 4pm Sunday. Alternatively, you can email us or send a letter to using the addresses below.

We feel that keeping our customers informed is vital and we aim to do this through each stage of the rectification process.

Action we will take:

- Acknowledge your complaint promptly.
- Advise you clearly who is investigating your complaint and provide you with a contact name and telephone number.
- Carry out a thorough investigation into the matters you have raised and implement the appropriate action.
- Ensure that all correspondence and communication is clear.

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- Maintain contact until all rectification / remedial works are complete.
- We will enter the details of each contact on our database so that whoever may take your call will be aware of the situation and will be able to handle your calls efficiently

Hipco Yorkshire Ltd
1 Farfield Court
Garforth
Leeds
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Telephone: 0113 2877 167 or 0800 33 45277
Email: info@hipco.co.uk