



**Integer Construction Limited**

### Complaint Handling Procedure

Our aim at Integer Construction Ltd is to provide our customers with a high quality service. But we recognise that sometimes things may go wrong. We take all complaints seriously and aim to resolve them promptly within the terms of current regulations and product availability.

We recommend that the sooner you bring any concerns to our attention the sooner it will be resolved. We will always endeavour to fully comply with the terms & conditions of our contractual agreement as we appreciate and value Your Custom.

Should we receive a complaint the matters raised will be investigated by the appropriate department.

Action we will take:

- Acknowledge your complaint promptly.
- Advise you who will be investigating your complaint.
- Carry out a full investigation into matters you have raised.
- Ensure you are updated as to how & when the matter is to be resolved.

Please fill out the table below and send this form back to us as soon as possible.

Name	
Address	
Date	
Description of the issue	

Integer Construction Limited

Registered office: 110/112 Lancaster Road, New Barnet, Herts EN4 8AL

Registered in England and Wales with a company registration number: 8596409

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