

COMPLAINTS POLICY

Corporate Policy Document

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Policy owner	Shaye Grant, Managing Director
Approved by	Shaye Grant, Managing Director
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Next review	22nd July 2027

DOCUMENT CONTROL

Version History

Version	Date	Description of change	Author
1.0	22nd July 2026	First issue	S. Grant

Approval

Name	Position	Signature and date
Shaye Grant	Managing Director	<i>Shaye Grant</i> 22nd July 2026

Distribution

This policy is issued to all directors, employees, workers and sub-contractors of Grants Electrical Solutions Ltd, forms part of induction, and is available to clients and other interested parties on request.

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1 POLICY STATEMENT

- 1.1 Grants Electrical Solutions Ltd treats every complaint as an opportunity to put things right and to improve. Complaints are handled fairly, promptly and without charge.

2 PROCEDURE

- 2.1 Complaints may be made by telephone on 01626 374 059, by email to info@grantselectricalsolutions.co.uk, or in writing to Unit 24 Cavalier Road, Heathfield Industrial Estate, Newton Abbot, Devon, TQ12 6TZ. Every complaint is acknowledged within 3 Business Days, investigated by the Managing Director, and answered in writing within 10 Business Days, or with a progress update where more time is genuinely needed. Where the Company is at fault it will apologise, put the work right promptly at no cost, and address the root cause. Complaints relating to registered work may also be raised with the Company's registration bodies, NICEIC or NAPIT, whose details will be provided on request, and this policy does not affect any consumer's statutory rights.

3 REVIEW

- 3.1 This policy is reviewed at least annually by the Managing Director and following any incident or change in legislation or the business, with changes recorded in the version history.

Signed for and on behalf of Grants Electrical Solutions Ltd

Signed: *Shaye Grant*

Shaye Grant, Managing Director Date: 22nd July 2026