

## **Complaints Procedure for Go2 Plumbing and Heating Limited**

At Go2 Plumbing and Heating, we strive to provide the highest quality service to all our customers. However, if you are dissatisfied with any aspect of our service, we are committed to resolving your concerns as quickly and efficiently as possible. Please follow the procedure outlined below to lodge a complaint.

### **1. Contact Us**

If you have any complaints or concerns about our services, please contact us directly:

- **Phone:** 01942466695
- **Email:** go2ltd@hotmail.com
- **Address:** 41 Bridgeman Terrace, Wigan, WN11TT

### **2. Provide Details**

To assist us in addressing your complaint promptly, please provide the following details when contacting us:

- Your full name and contact information
- Details of the service provided (e.g., date, nature of the job)
- A clear description of your complaint
- Any supporting documents or photos (if applicable)
- The resolution you are seeking

### **3. Acknowledgment of Complaint**

Upon receiving your complaint, we will acknowledge it within 1-2 working days. We will confirm the details and provide an estimated timeline for resolving the issue.

### **4. Investigation**

Once we have reviewed your complaint, we will investigate the matter thoroughly. This may include:

- Reviewing any relevant records or documents
- Speaking with the staff involved in the service
- Inspecting any work completed (if applicable)

We will keep you informed of the progress and provide updates as necessary.

## 5. Resolution

After the investigation, we will aim to resolve the complaint to your satisfaction. This may include:

- Offering an explanation of what went wrong
- Providing a correction or repair to the service
- Offering compensation or a refund (if appropriate)
- Other solutions as agreed upon

## 6. Escalation

If you are not satisfied with the outcome or the way your complaint has been handled, you can escalate the matter to a senior member of our team. Please contact:

- **Escalation Contact Name:** Liam Crabb
- **Escalation Contact Email:** go2ltd@hotmail.com
- **Escalation Contact Phone:** 01942466695

## 7. External Resolution

If the issue remains unresolved after following the steps above, you may contact an external body for further assistance. For plumbing and heating services, you can approach Trading standards.

## 8. Continuous Improvement

We value your feedback and use it to continually improve our services. We regularly review complaints to identify areas for improvement and ensure that similar issues do not arise in the future.

We appreciate you taking the time to inform us of your concerns, and we are committed to resolving any issues to your satisfaction. Thank you for choosing Go2 Plumbing and Heating Limited.

