

RPS PROPERTY SERVICES

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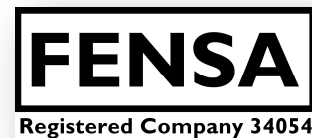
Complaints procedure information.

In the event of a complaint arising from any work carried out by RPS Property services then the following is a guide to how this complaint should be dealt with.

Please phone the office at any time of day or via email on the contact details at the head of this letter where we will arrange a convenient time to come out and rectify a problem, urgently if this is the case.

All faulty workmanship or product will be replaced or rectified to a satisfactory condition and in the unlikely event the customer is unhappy with the remedial work then the local Trading standards office can be contacted to inspect the work, or Which (Tel - 0117-981 2929) and should they deem this unsatisfactory then further work will be carried out to their requirements.

Fensa can be contacted if you believe any of the work carried out fails to comply with Building Regulations and their details are; Tel: 020-7645-3700, email enquiries@fensa.org.uk



Proprietor: Phil Strawford