

Complaints Policy

We always endeavour to provide the best service for our customers. However, on rare occasions we recognise that there may be times our customers may not be completely satisfied.

To ensure we can put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

Procedure

In the unlikely event there is anything you are not completely satisfied with please contact as soon as you can in order that we can rectify any problems as soon as possible, by:

Telephone: 01981 590534

Email: info@positive-environmental.co.uk

We aim to respond within 24 hours.

All complaints, formal and informal, written and verbal, will be immediately forwarded to the Director.

The Director will investigate and record their findings in the Complaint log, providing the appropriate feedback to the customer and / or staff member as appropriate.

The outcome of every complaint should result in the customer being fully satisfied, irrespective of the cause.

Dispute Resolution

Where we are unable to resolve your complaint using our complaints procedure, the following option is available to you:

Domestic customers.

As a Which Trusted Trader we use the Dispute Resolution Ombudsman for dispute resolution. In the first instance please contact Which Trusted Trader on 0333 241 3209.

Commercial customers.

As a Member of the British Pest Control Association (BPCA), they can investigate and assist in the resolution of disputes. In the first instance please telephone the BPCA on 01332 294288.