



Bill Rogerson Safety Services Ltd

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Registered in England No: 3727410

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Complaints Procedure:

In order to ensure any customer complaints are dealt with, all employees will:

Answer and log all telephone calls at the first point of contact.

Respond to emails on the same business day. Where a substantive response is likely to take longer, we will send an acknowledgement and explain when they can expect to receive a full reply.

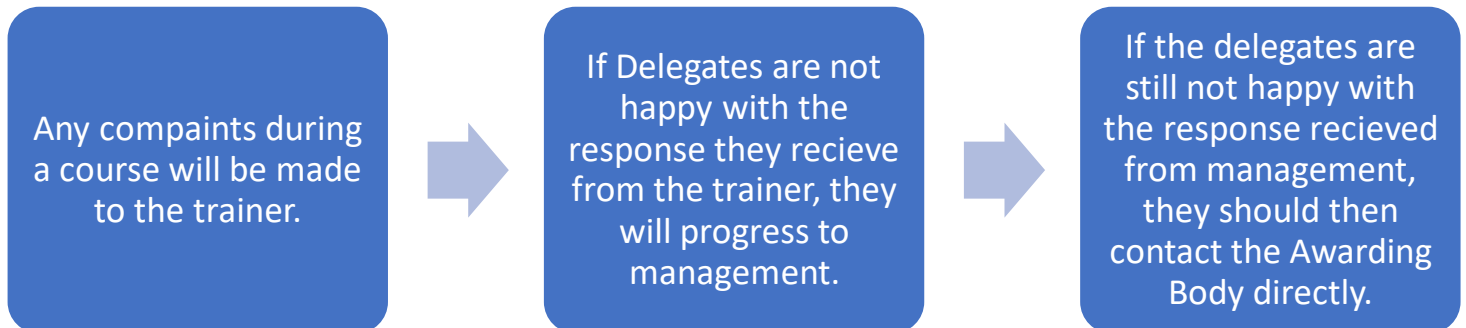
Fully investigate the facts behind the complaint and identify the problems.

Provide full feedback to the client within a maximum of 14 days.

All communications are logged and filed within the client's portfolio for reference.

Once the complaint has been satisfactorily dealt with, the log is closed and placed in the client file.

Complaints Process



Signed:  Managing Director

Date: 1st January 2021

