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# *Your Assurance*

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## **COMPLAINTS POLICY**

We always endeavor to provide the best service and products for our customers. However, on rare occasions, we recognize that there may be times where our customers may not be completely satisfied.

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

On completion of the works carried out by our engineers, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us in order that we can rectify any problems quickly and without fuss or inconvenience.

Either call us on **0800 1601125** or write to us at 101 Rose Drive, Chesham, Bucks. HP5 1RT or email us at [info@tcsecurity.co.uk](mailto:info@tcsecurity.co.uk) We aim to respond within 5 working days of receiving your complaint and where feasible, will provide you with a date to remedy any issues raised.

## **ALTERNATIVE DISPUTE RESOLUTION**

If you are still dissatisfied with the service provided and feel that your complaint has not been dealt with satisfactorily, as Town & Country Security Systems are a SSAIB Certified Installer you may refer the complaint to the **SSAIB** who will investigate the matter fully.

SSAIB will always ensure that a complaint against it or any of its registered firms is given prompt attention.

SSAIB's remit as a Certification Body is to ensure that the interests of the consumer (e.g. purchasers, specifiers and end user groups) are protected. This is achieved through strict enforcement of quality and performance standards.

Please contact the SSAIB on **0191 2963242** or email [customer@ssaib.org](mailto:customer@ssaib.org) to request the SSAIB complaints procedure, guidance notes and form.

Alternatively, as Town & Country Security Systems are a Which? Trusted trader you may wish to refer your complaint to them who have a dispute resolution ombudsman for dispute resolution. If you wish to do so, please contact **Which? Trusted traders** in the first instance on **0333 2413209**.