

Complaints Policy

At Piper Home Improvement Limited, our aim is to provide our customers with a high-quality service. We understand that occasionally things can go wrong. If you wish to make a complaint, please follow the steps outlined below.

1. Contact us with the following information:
 - a. Exactly what went wrong, including how and when it happened
 - b. Your expectations on how you would like this matter resolved
 - c. Your order reference number
 - d. Your name, address and contact telephone number
 - e.

Once we have this information, we will be able to fully investigate your complaint.

2. Make contact in one of two ways

Email the Managing Director, Oliver Piper - O.piper@hotmail.co.uk

Write to us at Piper Home Improvement Limited, 49 Sweyn Road, Cliftonville, Margate CT9 2DD

3. Our review and final response

Once we have thoroughly reviewed your complaint, we will advise you of our final response. Our communications will include confirmation of any relevant findings, our plan to resolve the matter and an explanation as to how and why we reached the decision we came to.

If, for any reason, we estimate the investigation might take longer than eight weeks from your first point of contact, we will contact you to manage your expectations.

All complaints are taken seriously and we aim to resolve them as promptly as possible.