

Datel Electrical Ltd

The Office
Newton Road
Aller
Kingskerswell
TQ12 5AT



Office:
01803 874074
Emergency Electrician:
07850 070305

Complaints may be made by:

Telephone: 01803 874074

Letter: Datel Electrical Ltd
 The Office
 Newton Road
 Kingskerswell
 TQ12 5AT

Email: info@datelectrical.co.uk

We believe in offering the best customer care and service at all times however whilst our intention is to always ensure we meet a high level of quality, attention to detail and above all overall professional performance, there may be a time where you consider this to have not been the case and would like the opportunity to inform us.

We promise to act to deal with any complaint you bring to our attention with 14 days however we ask you do so in writing, even if you talk to us first.

If we agree that there is something which requires further attention by us then we will endeavour to undertake any work needed within 4 weeks.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact **0117 456 6031** or via their website

<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

