
A.B.G.M. Contracts Ltd.

Building Contractors & Maintenance Services

Customer Complaints Procedure

Whilst we aim to offer the highest quality service possible, we know that things do occasionally go wrong. In the unlikely event of you being dissatisfied with our services this complaints procedure should help you to tell us that you think something has gone wrong.

How do I complain?

There are a number of ways.

1. In person on site or during a meeting.
2. By writing to us.
3. By phoning us.
4. By e-mailing us.

In Person

You may feel that you can best explain your complaint in person. Either whilst we are on site, at an already pre-arranged progress meeting or by arranging a specific meeting to discuss the issues that have arisen. Please discuss your issues and/or arrange any meeting with either Mr A Beckett on 0771 4899 762 or the main office on 01932 855828.

By writing to us.

We would suggest that you make your complaint in writing by using the complaints form at the end of this leaflet. Or, you can send a letter. You should address these to the Managing Director at the address details at the end of this form. We would also recommend that you keep a copy of any written correspondence for future reference.

By phoning us.

Please phone our main office number on 01932 855828 or Mr Beckett direct on the mobile numbers stated above.

By e-mail

You can e-mail your complaint to complaints@abgm.co.uk

What can you expect from us?

Whatever method you use to contact us, you can expect us take action if this is appropriate, and we will tell you what has happened. If the complaint needs further investigation, we will aim to:

- a. Let you have a full reply within five working days; or
- b. send you an immediate acknowledgement with a full reply to follow within three weeks or if we cannot provide a full reply;

- c. keep you informed of how your complaint is progressing if we cannot sort it out within three weeks.

We will produce a complaints monitoring report each year with statistics of the complaints we have received. No personal details appear in this report and your complaint will stay confidential.

If you feel that your complaint has not been dealt with satisfactorily you may wish to seek advice from your local Citizens Advice Bureau or Trading Standards Agency.

Complaints form

Your Name _____

Your Address _____

Contact Phone Number _____

Details of your complaint _____

What would you like us to do? _____

Your signature: _____ Date: _____

Continue on a separate sheet if you need to:
Please send this completed, signed form to:

Managing Director
ABGM Contracts Ltd
7 Oakhill Road
Addlestone
Surrey KT15 1DH