



HEAD OFFICE:

110 HIGH STREET WORDSLEY STOURBRIDGE WEST MIDLANDS DY8 5RT

TELEPHONE: 01384 271010 FACSIMILE: 01384 270777

Complaints

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied. To ensure we are able to put things right as soon as we can, please read our complaints procedure below and on the back of your contract, and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, 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 as soon as you can on 0800 919699 in order that we can rectify any problems as soon as possible.

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 them on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

BLOCK PAVED • DRIVES • PATIOS • PATHS • STEPS • WALLS

VAT No. 977 5771 62

Company Registration No. 06024205

Directors: M. A. Hawkins, L. J. Marsons

Awarded Employer
of the Year 2009

Checkatrade.com
Where reputation matters



Registered Office: Dominique House
1 Church Road, Netherton, Dudley.
West Midlands DY2 0LY

Freephone: 0800-919699