

# CUSTOMER COMPLAINT PROCEDURES

## NORTH EAST CONTRACTS LIMITED



If for any reason you are not satisfied with the level of service provided by North East Contracts Limited, you can:

- Contact us on: 01241 436920
- Email us: [info@northeastcontracts.co.uk](mailto:info@northeastcontracts.co.uk)
- Write to us: North East Contracts Limited  
Unit 14, Matthew Kerr Place  
Kirkton Industrial Estate  
Arbroath  
DD11 3AX

We undertake:

- To deal with your complaint fairly, confidentially and effectively.
- To respond to you within five working days to provide you with a likely timescale to resolve your issue.
- To keep you up-to-date on progress made.
- If it is not possible to resolve the complaint within 1 month of receipt, we shall provide you with a written explanation as to why and that the complaint will be referred to Angus Council Trading Standards for assistance in reaching a resolution by conciliation.
- Should after intervention by Trading Standards the complaint remains unresolved the complaint can be referred to the adjudication service under the Angus Reputable Trader Scheme or recognised trade association.

Head Office: North East Contracts Limited, Unit 14, Matthew Kerr Place, Kirkton Industrial Estate Arbroath DD11 3AX

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