

Clarity Homes Ltd t/a Clarity Heating
Unit 1a 30 Saint Thomas Place
Ely,
Cambridgeshire
CB7 4EX



Clarity Homes Ltd t/a Clarity Heating's Complaints Policy

The business always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied. To ensure the business can put things right as soon as possible, please read our complaints procedure below. The business will then be able to 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 based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact the business as soon so the problems can be rectified as soon as possible.

Our Procedure

Either call, email or write* to us. The business aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader the business uses the Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that the business cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so, please contact Which? Trusted traders in the first instance on 0117 456 6031

*please request proof of receipt if posting

Registered Business in England & Wales – 06847406

Registered Business Address – 42 Lytton Road, Barnet, Hertfordshire, United Kingdom, EN5 5BY

Telephone Number – 01353 862315

Email Address – office@clarityheating.com