



Unit 9, Swan Barn Business Centre
Swan Barn Road
Hailsham
East Sussex
BN27 2BY

Tel No: (01323) 844452
e-mail: info@juniperroofing.co.uk
www.juniperroofing.co.uk

Complaints Policy

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 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 in order that we can rectify any problems as soon as possible. Either call us on **01323 844452**, write to us at **Juniper Roofing Ltd, Unit 9 Swan Barn Business Centre, Swan Barn Road, Hailsham, BN27 2BY**, or email us at info@juniperroofing.co.uk. We aim to respond within 10 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we 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 0333 241 3209 or via their website <https://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>



Juniper Roofing Limited registered in England & Wales No. 6019426
Registered Office: 29 Gildredge Road, Eastbourne, East Sussex BN21 4UR
Directors: Mr J C Juniper and Mrs S A Juniper
Vat No: 573 9316 15

