ATKINSONS

COMPANY POLICY

CUSTOMER COMPLAINTS PROCEDURE

This procedure sets out what to do if something is not right, and what ATKINSONS (NE) Limited will do about it.

REFERENCE	VERSION	ISSUED	NEXT REVIEW
ATK-POL-09	1.0	26 September 2026	26 September 2027

ATKINSONS (NE) Limited · Company no. 15283882 · Portland House, Belmont Business Park, Durham DH1 1TW

0191 369 2405 · atkinsonsgroup.co.uk

1. HOW TO COMPLAIN

Tell us as soon as you can. Call 0191 369 2405 or email enquiries@atkinsonsgroup.co.uk, giving your name, address and a short description of the problem.

2. WHAT WE WILL DO

We will acknowledge your complaint within 2 working days.

We will investigate, which may include a visit to look at the work, and aim to give you a full response, or a clear plan to put things right, within 10 working days.

3. IF YOU ARE STILL NOT HAPPY

Your complaint will be reviewed by the Managing Director.

If we still cannot resolve it together, we will explain the independent options open to you, including dispute resolution through the schemes we are members of.

4. LEARNING FROM COMPLAINTS

Complaints are recorded and reviewed by management so we can learn from them.

SIGNED	Dale Atkinson, Managing Director
FOR	ATKINSONS (NE) Limited
ADOPTED	26 September 2026
NEXT REVIEW	26 September 2027

ATK-POL-09 · Version 1.0. This policy is reviewed at least annually. Uncontrolled when printed. The current version is always at atkinsonsgroup.co.uk/policies.