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Keiron Cheesbrough Ltd · Registered in England and Wales · Company no. 11885860 · VAT GB 318 9406 84

Complaints Policy

Version 1 · Valid from 23 August 2026

1. Purpose

This is how Keiron Cheesbrough Ltd handles official complaints about our work. It is the public complaints policy. A complaint is logged by sending the complaints form at https://www.keironcheesbrough.com/complaints.

We keep this policy so we handle complaints the same way, keep a record, and review how we did. That is part of how we run quality in the company.

2. What This Covers

A complaint is when someone tells us something we did was wrong, or that the way we did the work was not acceptable, and they want that looked into as an official complaint.

That includes work we installed, serviced or quoted for, how we behaved on site, and how we handled a previous job.

3. What This Is Not

- A quote, a booking or a general enquiry — use the contact form.
- A serious concern about safety, the law, money, or how people are treated, including if you think something is being covered up — that is Speak up, not this form.
- A request to change a booking or cancel a visit — tell us on the contact form or the number on the site.

If you send something on the wrong form, we will still read it and point you to the right place where we can.

4. How to Complain

Use the official complaints form. Sending that form is how a complaint is logged.

https://www.keironcheesbrough.com/complaints

You get a reference number on the screen when it is sent. If you gave an email address, we email that reference as well. Keep it.

If you need help to fill the form in, ask us. Ring 0121 295 1925, email info@keironcheesbrough.com, or write to 97c Alexandra Road, Tipton, West Midlands, DY4 8TD, United Kingdom. We will assist you to complete the form. A phone call, an email or a letter on its own is not the complaint.

The form asks you to accept the privacy statement before it can be sent.

5. What We Need

- Your name
- An email address or a phone number — at least one
- The full address the complaint is about
- How you want us to contact you (email, phone, text or letter)
- What happened
- How you think it could be put right
- A job or quote reference if you have one

If we should know about extra support at the address so we can contact you or visit safely, say so. We only use that to handle this complaint and visit safely.

Photos are not required to start. The form does not ask for them. We will ask if we need them.

6. What We Do

1. The form logs the complaint and gives you a reference straight away.
2. We acknowledge it within **30 days**. If you gave an email address, we email that acknowledgement. If you did not, we contact you the way you asked.
3. We look into what happened, including the job notes, if there are any.
4. We tell you the outcome within **8 weeks** of receiving the complaint: we agree, we partly agree, we do not agree, or the complaint was withdrawn. If you gave an email address, we email the outcome. If you did not, we contact you the way you asked.
5. If we agree, or partly agree, we say what we will do. If it was our fault we raise a non-conformance from the complaint and fix the cause, not only this job.

If we need longer, we will say so and say why, using the contact method you chose.

7. Outcomes

Outcome	What it means
We agree	The complaint is upheld. We say what we will do.
We partly agree	Some of it stands. We say which part and what we will do.
We do not agree	We explain why.
Withdrawn	You asked us to stop, or the complaint cannot be taken further.

The outcome is our decision on this complaint. If we agree, or partly agree, that outcome says what we will do. It is not a guarantee of a particular repair, refund or payment beyond what the outcome sets out.

8. If We Got It Wrong

Where the complaint is upheld or partly upheld, we record what went wrong and what we will change so it is less likely to happen again. That record is internal. You get the outcome of *your* complaint, not the internal file.

9. Extra Support

You can tell us if someone at the address may need extra time, a different way of contacting us, or a safer way to visit. You do not have to. Preferring not to say is fine.

10. If You Are Not Satisfied

Tell us, quoting your reference. We will look at the outcome again.

You may also contact Trading Standards, or take advice about your legal rights. This policy does not take those away.

11. Records

We keep the complaint, what we sent you, and what we decided. Access is limited to people who handle complaints. We keep the record for the retention period on this document, then in line with our usual records rules.

12. Review

The owner reviews this policy at least every 12 months, or sooner if the law or the way we handle complaints changes. A review without a wording change does not issue a new version. A new version is issued when the wording changes.

13. Contact

Keiron Cheesbrough Ltd, 97c Alexandra Road, Tipton, West Midlands, DY4 8TD, United Kingdom

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