

WTV Service

Complaints Procedure

Description

If you have any comments good or bad then please do not hesitate in contacting us, as this will help us to improve our Services.

Procedure

Contact Service Reception

By Phone : 0114 2553702

By Fax : 0114 2580130

By Email : service@wtvservice.co.uk

Complaints

We welcome complaints. Not only can we try to resolve your problem, but if needed we can improve how we do things in the future.

If you want to make a complaint we require the following:

Your Name

Your Address

Your Telephone number

When problem occurred

Brief details of your problem

Who was involved and what you would like to happen as a result of your complaint

We will contact you within **2 working days**

Acknowledge receipt of your complaint.

Inform you of who is dealing with your complaint.

How you can contact the person dealing with your complaint.

When you will receive a response.

We will then investigate your problem and respond within **5 working days**