



Carnegie Steel Buildings Ltd T/A BM Steels

Complaints Handling Procedure

Carnegie Steel Buildings Ltd T/A BM Steels aims to provide high quality services which meet your needs.

We believe we achieve this most of the time; if we are not getting it right, please let us know. In order to ensure our services, remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are not happy with Carnegie Steel Buildings Ltd T/A BM Steels, please tell us.

If you are unhappy about any of Carnegie Steel Buildings Ltd T/A BM Steels services, please speak to the relevant staff member, manager or Director. If you are unhappy with an individual in Carnegie Steel Buildings Ltd T/A BM Steels sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Director.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Directors. (If your complaint is about one of the Directors, please write to their Co-Director).

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, you have the right to seek legal advice to take any further steps to resolve the situation.

Finally, please also let us know if you are happy with Carnegie Steel Buildings Ltd T/A BM Steels services.