

The Domestic & Genial Repairs customer complaints code.

This customer complaints code gives you clear and useful information about what you can do if you're not happy with Domestic & Genial Repair's services. It tells you:

1. **How you can complain.**
2. **What we'll do and when.**
3. **What you can do if you're still not happy.**

How you can complain

We are committed to giving you the highest quality of service at all times, even so, things can go wrong. We pride ourselves on our customer care and we try hard to keep you happy, the quicker you let us know of a problem the sooner we can find a solution to it.

When they do go wrong, we want to know so that we can put them right as quickly as we can. Here are the ways you can complain to us.

Online

Go to www.Domestic&Genialrepairs.co.uk click on contact us, and register your complaint, in this way you won't have to write, or send a letter to us and we can handle your complaint sooner.

By phone

If you're a residential customer and your complaint is about sales, or bills or other general matters, call us on **0800 0000 000** between 10.00 AM to 5.00 PM Monday to Friday. We are closed on Saturdays/Sundays. This call is free from your landline.

If you are reporting an appliance breakdown, call us free on **0800 0000 000**. This line is open during working hours six days a week.

If you'd like to speak to someone about a complaint associated with the appliance breakdown that as yet is not resolved, our customer service/tech support advisers are available from between 10.00 AM to 5.00 PM Monday to Friday. We are closed on Saturdays/Sundays.

If your complaint is about a bill call us on **0800 0000 000**. and ask customer services to put you through to the accounts manager.

If your complaint is about repairing an appliance, call us free on **0800 0000 000**. This line is open between 10.00 AM to 5.00 PM Monday to Friday. We are closed on Saturdays/Sundays. Our customer service/Tech support advisers will try to solve the problem while you're still on the line.

By Email

You can email your complaint to us 24 hours a day. You should include your account number, or any reference number given by us for example the order number shown on your document if you have ordered a product, please include your landline phone number. You should state your full name and address, and give full details of what the problem is. Please do not generalize; we need as much detail as possible in order to investigate your complaint. Email us at; support@Domestic&Genial.co.uk

By letter

It takes longer to reply by letter but, if you prefer to write, please send your letter to the appropriate address below. Make sure you include the account number and the telephone number of the Service you're complaining about.

If you're a residential customer, write two:

Customer services manager

Domestic & Genial Repairs

Address:

What we'll do and when

Our aim is to solve any problem to your complete satisfaction, and our customer service/tech support advisers will try to do this as quickly as possible. Preferably during a phone call or e-mail or exchange, if we can't do this, we will tell you what we can do.

We aim to respond to a letter, email or phone call complaint within 10 working days. Depending on the complexity and depth of the investigation it can take up to 4 weeks in some cases.

Many complaints can be sorted out on the phone with one of our customer service advisors at the time.

We'll try to sort out your complaint on the spot but whatever happens, we will respond and try to keep you regularly updated if it's going to take a while to check into things.

If an advisor cannot sort out your complaint, will review it and escalate the complaint to the Manager within the company. We settle almost all complaints by this stage but, if not, we will explain our final position. In some cases, we might have to send you a deadlock letter. This means there is nothing more we can do.

You can ask the manager to review your complaint at any time if our adviser has not been able to help and has already offered to refer things to a manager.

Complaint Levels

Customer Service Advisor
Manager

To process any complaint, you must go through our complaint's procedure; you cannot jump from advisor to Manager.

Please note: Domestic & Genial Repairs operates a zero-tolerance policy regarding abusive behavior towards our staff. This applies just as much to e-mail as to telephone calls. The use of inappropriate or abusive language may result in your telephone call being terminated. Also, please note that all telephone calls are recorded.

Please note we are closed on Saturday's and Sundays and other bank holidays including Christmas and New Year, you can however email us during these times.