**Doorstore(Wirral)Ltd Complaints Procedure**

If you have a complaint, we want to hear about it as soon as possible to help us put things right promptly.

Just contact our branch with your details and a description of your problem. We are here for you Monday to Friday from 8.00am-4.30pm and Saturday 9am-2pm.

Call us: 0151 3573141

However you contact us, we will:

• Let you know we’ve received your query

• Endeavour to return phone calls and emails within one working day

• Do everything we can to resolve things as quickly as possible

• Do what we can to attend within fourteen days if a visit to your property is needed

• Keep you regularly informed of progress

**Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website** <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>**.**