

Complaints Procedure For Groundwork Creations Limited T/A GC Landscapes

At GC Landscapes, we are committed to delivering a high standard of service to all our customers. If you are dissatisfied with any aspect of our work, we encourage you to let us know so we can resolve the issue promptly and fairly.

1. **Raising a Complaint**

- If you have a complaint, please contact us as soon as possible.
- Complaints can be submitted in writing via email or post, or verbally by phone.
- Please provide as much detail as possible, including your name, address, contact details, and the nature of your complaint.

2. **Acknowledgement of Complaint**

- We will acknowledge your complaint within 5 working days of receipt.
- If the issue can be resolved immediately, we will do so.

3. **Investigation**

- A thorough investigation will be conducted by a senior member of our team.
- We may need to contact you to request additional information or clarification.

4. **Response**

- We aim to provide a written response within 10 working days of acknowledging the complaint.
- If more time is needed, we will inform you of the reason for the delay and provide an updated timescale.

5. **Resolution**

- Where your complaint is upheld, we will take appropriate corrective action as soon as possible.
- If you are not satisfied with our response, we will escalate the matter to a company director for further review.

6. **External Resolution**

- If you remain dissatisfied after our final response, you may refer the matter to a relevant third-party resolution body such as the Citizens Advice Bureau or Trading Standards.

We value your feedback and use it to continually improve our services. Thank you for giving us the opportunity to resolve your concerns.

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