# **Complaints Form**

In order to help us resolve your complaint, please fill in the below boxes in as much detail as possible.

Please note that if the complaint relates to installation work, please contact the installer in the first instance and allow sufficient time for their response. If a response is not received or inadequate, please proceed to fill in the boxes below.

**Your details:**

Name:

Address:

Phone:

Email:

**A summary of the issue.** *If the complaint relates to an installer, please indicate what action/response you have received from the installer.*

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**Please state how you would like the issue to be resolved**

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Please email this form to [info@actionsurrey.org](mailto:info@actionsurrey.org) along with any relevant **supporting documentation** or **photographs** if relevant.

We will acknowledge your complaint within 5 working days and hope to be able to resolve it with 2 weeks. However, if the complaint is more complex and requires investigation (this can be especially relevant should other third parties be involved such as an installer or independent surveyor), we will aim to resolve the complaint within 28 days.