

Customer Complaints Policy Howard Fire Inspections Ltd

At Howard Fire Inspections Ltd, we are committed to providing professional and reliable **Fire Door Inspection services** and **Fire Risk Assessments**. We are proud of our relationship with our customers/client, take all complaints seriously and welcome feedback at any time, to ensure this positive relationship continues.

However, should any negative feedback not be satisfactorily resolved, we provide this procedure to ensure that any questions or problems experienced by our customers/clients with our organisation or its services or products are quickly aired and resolved, and we therefore encourage its use to facilitate this. We aim to resolve all complaints promptly, fairly, and transparently.

This procedure is not contractual but aims to set out how we normally deal with such issues. The policy explains how clients can raise a complaint and how we will manage and resolve it.

1. How to Make a Complaint:

If you are dissatisfied with any part of our service, please contact us as soon as possible via one of the following methods:

- **Email:** darren@hfdinspections.co.uk
- **Phone:** 07535 200454
- **Post:** The Stables, Netherleigh Court. Little Witley. Worcester. WR6 6LL.

Please provide as much detail as possible, including dates, location, and supporting evidence (e.g. photos, documents, correspondence) and the nature of the issue. In addition, please include your name and contact details.

2. What Happens Next:

- We will acknowledge your complaint within **3 working days**.
- A member of our team will investigate the issue thoroughly.
- You will receive a written response within **10 working days**, outlining our findings and any steps we will take to resolve the matter.

3. Outcome notification:



Howard Fire Inspections Ltd
Mobile: 07535 200454
Email: darren@hfdinspections.co.uk
Company Number: 14815169 (England)

The Stables. Netherleigh Court. Little Witley. Worcester. WR6 6LL

You will receive a written response within **10 working days**, outlining our findings and any steps we will take to resolve the matter.

4. Further Action

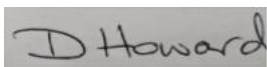
Appeal decisions made by Howard Fire Inspections Ltd are considered final.

5. Fire Door Inspection Appeals:

If your appeal concerns our Fire Door Inspection service and you remain dissatisfied after the Complaints and Appeals process has been followed in full, you may escalate the matter to the Scheme Manager responsible for the Fire Door Inspection Scheme at: <http://www.fdis.co.uk/>

Thank you for helping us maintain high standards.

Signed:



Date: 25th September 2025

Name: Darren Howard

Review date: 25th August 2026



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