



# Siteworks connect

## **Making a complaint**

At Siteworks Connect Limited we will always do everything we can to ensure that you are completely satisfied but we understand that problems can occasionally arise. To ensure your complaint is resolved quickly and to your satisfaction, we have put together the following complaints procedure.

### **First step:**

Contact our Customer Service Team on 03300 566722 to give us the opportunity to put it right. If you prefer you can email [info@siteworksconnect.co.uk](mailto:info@siteworksconnect.co.uk) marking your email with 'Complaint' or write to:

Siteworks Connect Complaints  
3rd Floor Dept Lmc  
Hathaway House,  
Popes Drive,  
Finchley,  
London,  
N3 1QF

### **What we'll do:**

We will acknowledge the complaint within 48 hours. We will try to resolve your complaint as quickly as possible. Our Complaints Team will review the complaint and we will give you an explanation and an apology for any problems we may have caused and take action to put things right. We expect to do this within 3 weeks.

### **Second step:**

In the unlikely event that our Complaints Team has been unable to resolve your complaint or you remain unhappy, you can ask for your complaint to be referred to the Director of Commercial and request that they contact you by phone or letter. Alternatively, you can email [info@siteworksconnect.co.uk](mailto:info@siteworksconnect.co.uk) marking your email for the attention of Kelie Muldoon or write to:

Director of Commercial  
3rd Floor Dept Lmc  
Hathaway House,  
Popes Drive,  
Finchley,  
London,  
N3 1QF

### **What we'll do:**

We'll carry out a review of all the actions we've taken and all correspondence between us. We'll work with you to resolve your complaint and keep you informed through to resolution. We expect to do this within 3 weeks. We will investigate how we've handled the complaint, what advice we've given you and what we've offered to do to see if we should do anything differently. We will let you know what the outcome of the decision is and the reasons for our decision. You'll then receive a Final Response letter explaining our final position.