

Customer Complaints Procedure

At Powell Joinery Ltd we are committed to manufacturing and producing bespoke joinery items to a high standard. We pride ourselves on the quality of our work and the rigorous quality-control we have in place.

We make every effort to ensure the items we manufacture leave our workshop in top condition.

Should a customer be unhappy with any element of the manufacturing process or with the service they receive from Powell Joinery, we will do our best to find a quick and professional resolve. It is our policy to take all complaints seriously and to work sympathetically with our clients to come up with a mutually agreed solution.

Complaints should be directed to Nathaniel Powell (Managing Director) who will contact the customer promptly to gain insight into the nature of the complaint. We aim to respond initially to any query or complaint within 10 working days. Once the details are ascertained the complaint will be registered and forward actions will be agreed.

Should a site visit be required for inspection this will be undertaken by Nathaniel Powell or one of the senior joinery team. If it is established that Powell Joinery are in any way responsible for the problem, we will arrange to rectify the concern in a timely fashion. When both parties are happy all issues are resolved the complaint will be closed.

If no satisfactory outcome can be reached, or further assistance is required to come up with a mutually satisfactory solution, we may refer the complaint to an independent party.

We keep a record of complaints received, and use these to review and improve our procedures and develop our service.