

Paul Darby Plumbing & Heating Ltd - Complaints Procedure

Our commitment to customer complaints.

We are committed to providing high quality products and services for all our customers. Of course, as gas/oil installations/bathroom conversions & boiler servicing into properties of all types and ages can be complicated, we recognise that very occasionally things can go wrong.

If you have a query or complaint, we want to know as soon as possible to help us put things right promptly.

Just contact our Customer Care Team with your details and a description of your problem. We are here for you from 8.30am – 4.30 Monday – Friday

Call us: 02890781356

Email us: pauldarby@btconnect.com

Write to us: Paul Darby Plumbing Heating Ltd
537 Antrim Road Belfast BT15 3BU

However, you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- Keep you regularly informed of progress throughout