

Lauren Builders



Federation Of Master Builders Member No. 30228

FOR ALL YOUR BUILDING NEEDS

21 Langley, Peterborough, PE3 8QA

Tel: 01733 772173

Mobile: 07703 010308 or 07908 413240



Complaints Policy

We always endeavour to provide the best service and products for our customers.

However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us to ensure we put things right as soon as we can.

Our Procedure

As soon as you can either call us on 01733 772 173 or send us an email to info@laurenbuilders.co.uk

We will respond promptly to ensure complete satisfaction and where possible, provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution.

In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them.

If you wish to do so please contact Which? Trusted traders in the first instance on 0117 456 6031.

