

Complaints Policy

Lift Specialists Ltd take any complaint made against any member of staff, its service or its decisions very seriously.

Lift Specialists Ltd encourage informal resolution of complaints where possible and appropriate.

Alternatively, or if an informal attempt at resolution fails, complainants may wish to make a formal complaint. Formal Complaints should be addressed to the Managing Director, and sent to:

Lift Specialists Ltd
Unit 14 Alpha Business Park
Travellers Close
Welham Green
Herts
AL9 7NT

Complaints should generally detail the following information:

- Your name, company, address and contact details
- What you are complaining about
- The names of the people involved if applicable
- Your ideas on how you wish to see the issue resolved

Upon the receipt of any complaint, we will respond to the complainant by telephone and follow-up email to note the receipt of the complaint and issue the complaint with one of four categorisations.

- Category 1: Emergency, Immediate Action
- Category 2: Urgent, Resolved within 48 hours
- Category 3: Normal, Resolved within 7 – 14 days
- Category 4: Requires Inspection before prompt solution

The Managing Director will then action investigation and resolution of the complaint within the timescale assigned and issue the complainant written notification of the outcome.

If you are not completely satisfied with the outcome, written challenges should be addressed to the Managing Director, who would respond appropriately.