

## Firsteye Installations Ltd Customer Complaints Policy

We always endeavour to provide the best possible service and installation of security products for our customers; however we recognise that there may be rare occasions when our customers are not completely satisfied.

To ensure we are able to put things right as soon as possible, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of works, the customer should inspect the works to ensure they have been carried out to their satisfaction and to meet our usual high standards. In the unlikely event there is anything the customer is not satisfied with, the customer should contact us as soon as they can in order for us to rectify any problems as soon as possible.

### Complaints and Contact Procedure

In the first instance please contact us by phone:

0113 2288599 – Sales, Installations, Servicing and Repairs Enquiries  
01977 689579 – Office Accounts and Admin Enquiries

Or by email:

[paul@firsteye.co.uk](mailto:paul@firsteye.co.uk) or [allie@firsteye.co.uk](mailto:allie@firsteye.co.uk)

Alternatively you can write to us at the address below - please request proof of receipt if posting.

Firsteye Ltd  
Woodville  
Austfield Lane  
Monk Fryston  
Leeds  
LS25 5EH

We aim to respond within 2 working days of receiving your complaint and provide you with a date to rectify the issues raised. Your complaint will be logged and its progress to resolution monitored.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use the 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 4566031.

