

Complaints Procedure

We take every customer complaint very seriously, and will do all we can to resolve them quickly and fairly. Our policy is as follows:

1 Your complaint must be submitted in writing by email to complaints@houseplandirect.co.uk

2 Your complaint should include:

- A summary of the issue(s), including any evidence supporting your case;
- Whether you have previously sought to resolve your complaint informally and, if so, with whom and what the outcome was;
- What you would like House Plan Direct to do about the issue(s) raised; and
- Your contact details.

3 Upon receipt of a customer complaint we will immediately acknowledge it.

4 We will maintain full and accurate records of the customer complaint, including any correspondence between us, transcripts of telephone calls etc.

5 We will communicate with you in writing to resolve the problem. This initial attempt to resolve the matter will be carried out within 10 days of receiving the complaint.

6 We will put all offers to resolve the matter in writing.

7 If you are not satisfied with the outcome the complaint and all corresponding evidence will be forwarded to the MD to review and respond to.

8 The MD will only review complaints that have followed the procedure described above. The decision of the MD will be final.

Contact details

Tel +441392 435052

Email complaints@houseplandirect.com

Address: House Plan Direct, PO Box 686, Exeter, Devon, EX1 9PD, United Kingdom