

Complaints Policy

1. Policy Statement

Primelectrics Ltd is committed to providing a professional, transparent and fair service to all customers. We recognise that complaints may occasionally arise and view them as an opportunity to review our practices, improve standards and resolve issues promptly and amicably. This Complaints Policy explains how complaints are received, investigated and resolved & applies to all employees, subcontractors and anyone working on behalf of Primelectrics Ltd.

2. Scope

This policy covers complaints relating to:

- Workmanship or Service Quality
- Conduct of Staff or Subcontractors
- Communication Issues
- Delays or Scheduling Problems
- Certification or Documentation Concerns
- Billing or Service Disputes

3. Definition of a Complaint

A complaint is any expression of dissatisfaction regarding services provided by Primelectrics Ltd that requires investigation and response.

4. How to make a complaint

You can submit a complaint by clicking the “Make an Enquiry” button on our website: www.primelectrics.co.uk.

Please ensure you include the following:

1. Your booking number
2. If you booked via a third-party platform, please use the reference number provided
3. Select “Make a Complaint” under the category section
4. Provide a clear summary of your complaint in the description box
5. Ensure all required fields on the enquiry form are completed

Please note that we do not accept new complaints directly via email to enquiry@primelectrics.co.uk. Any complaints sent by email will be redirected to the website enquiry form. This process ensures your complaint is correctly logged in our internal system and handled efficiently.

5. Acknowledgement

Once acknowledged, the complaint will enter our review process, during which we allow up to **31 days from the date of acknowledgement** to fully assess the matter and gather any necessary evidence.

As part of this process, we may contact you to request further information or supporting details. You are required to respond to any such requests in order to ensure we have all the necessary information to properly investigate your complaint.

Failure to provide requested information may delay the investigation process.

6. Investigation Process

All complaints are:

1. Logged in our internal system.
2. Reviewed by the Qualified Supervisor (QS).
3. Investigated using all available information, including engineer feedback and supporting evidence.
4. Subject to a final internal assessment issued by the Qualified Supervisor (QS)

Following this review, proposed actions will be communicated to the customer.

If further time is required, the investigation period may be extended at the discretion of Primelectrics Limited to ensure a thorough and fair review of all available evidence.

7. Timescales

We operate the following timeframes:

- Complaints are acknowledged upon receipt within 5 working days.
- We aim to complete the full investigation and issue a written outcome within **31 days from the date of acknowledgement**

Where additional time is required due to complexity, third-party involvement, or awaiting supporting evidence, we may extend this timeframe. Where this occurs, we will provide updates until the matter is resolved.

8. Potential Outcomes

Following investigation, outcomes may include:

- No Further Action
- Clarification or Explanation of Findings
- Internal Procedural Improvements
- Additional Training or Supervision
- Remedial Works (Where Appropriate)
- Retesting or Amended Certification

Any remedial works offered do not constitute an admission of liability.

9. Confidentiality & Data Protection

All complaints are handled confidentially and processed in accordance with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information relating to a complaint will only be accessed by individuals who are directly involved in its investigation and resolution, such as the Qualified Supervisor (QS), relevant administrative staff, and where necessary, authorised subcontractors or engineers, as well as the relevant governing body or regulatory authority where escalation or compliance reporting is required.

Complaint information may be shared with third parties only where it is necessary to:

- Investigate the complaint fully
- Verify facts or technical details
- Comply with legal, regulatory, or certification requirements
- Training and quality purposes

All personal data is stored securely within our internal systems and retained only for as long as necessary for the purposes of investigation, audit, compliance, and business record-keeping requirements.

We take appropriate technical and organisational measures to protect all complaint-related data against unauthorised access, loss, or misuse.

10. Unacceptable Behaviour

We will not tolerate abusive, threatening, discriminatory, or otherwise inappropriate behaviour towards our staff, subcontractors, or representatives.

In such cases, we reserve the right to restrict or limit communication and may choose to manage all future contact through formal written channels only.

Where behaviour is deemed severe, persistent, or poses a risk to the safety or wellbeing of our staff, we reserve the right to cease communication and/or services and may refer the matter to the appropriate authorities, including the police, local council, or other relevant regulatory bodies.

11. Record Keeping

All complaints are formally recorded within our internal systems and retained securely for audit, compliance, quality assurance, and service improvement purposes.

Records may include correspondence, photographs, reports, engineer notes, certificates, call recordings (where applicable), investigation findings, and any supporting evidence provided by either party.

Complaint records are retained only for as long as reasonably necessary to meet operational, legal, regulatory, insurance, and certification requirements and are stored in accordance with our data protection and confidentiality obligations.

Access to complaint records is restricted to authorised personnel and relevant parties directly involved in the investigation, resolution, audit, or compliance process.

12. Third Party Bookings & External Platforms

Where services have been booked through a third-party platform, partner company, associate company, agent, or external marketplace, we strongly recommend that complaints are raised directly with Primelectrics Ltd using our official complaints process.

Complaints submitted through third-party platforms or external partners may be subject to their own internal procedures and response times, which may differ from or exceed the timescales outlined within this policy.

Where a complaint has already been raised through a third-party platform or partner company, Primelectrics Ltd reserves the right to reject, pause, or refer the complaint back to the originating platform or partner for handling under their own dispute or complaints procedure.

This is to avoid duplicate investigations, conflicting resolutions, or parallel complaint processes.

13. Record Keeping

All complaints are formally recorded within our internal systems and retained securely for audit, compliance, quality assurance, and service improvement purposes.

Complaint records may include (but are not limited to) correspondence, photographs, reports, engineer notes, certificates, call recordings (where applicable), investigation findings, and any supporting evidence provided by either party.

Records are retained only for as long as is reasonably necessary to meet operational, legal, regulatory, insurance, and certification requirements. All records are stored securely and handled in accordance with our data protection and confidentiality obligations.

Access to complaint records is restricted to authorised personnel and individuals directly involved in the investigation, resolution, audit, or compliance process.

14. Policy Review

This policy is reviewed on a regular basis and updated where necessary to ensure it remains compliant with current legislation, industry standards, and best practice guidance.

Updates may be made to reflect operational changes, regulatory requirements, or improvements in service delivery.