

At Octa Design & Build, we are committed to providing high-quality workmanship and excellent customer service. We recognise that occasionally things may not go as expected, and we welcome the opportunity to put matters right.

This procedure explains how you can raise a concern or complaint and how we will handle it.

1. How to Make a Complaint

If you are unhappy with any aspect of our work, please contact us as soon as possible using one of the following methods:

- Email: hello@octa.uk.com

Please include:

- Your name and contact details
- The address of the work carried out
- A clear description of the issue
- Any relevant photos or documents

This will help us investigate your concern promptly.

2. Our Initial Response

We will acknowledge your complaint within **10 working days** of receiving it.

We will review the details and, where necessary, arrange an inspection of the work.

3. Investigation and Resolution

We aim to investigate all complaints fairly, thoroughly, and promptly.

Where a fault or issue is identified, we will offer an appropriate remedy, which may include:

- Rectification of the work at no additional cost
- Partial refund or price adjustment
- An alternative agreed solution

We will provide a written response outlining our findings and proposed resolution within **14 working days**, where reasonably practicable.

4. Right to Rectification

In line with the Consumer Rights Act 2015, customers are normally required to allow us a reasonable opportunity to inspect and rectify any issues before instructing another contractor.

We are committed to resolving concerns directly wherever possible.

5. Escalation

If you are not satisfied with our proposed resolution, you may request that your complaint be reviewed by a senior manager or company director.

We will conduct a further review and provide a final response within **10 working days**.

6. Alternative Dispute Resolution (ADR)

If we are unable to resolve your complaint internally, you may be entitled to use an Alternative Dispute Resolution (ADR) provider.

Where applicable, we will provide details of an appropriate ADR scheme and cooperate fully with the process.

You may also seek independent advice from:

- Citizens Advice
- Trading Standards
- A qualified legal adviser

7. Time Limits

We encourage customers to raise any concerns as soon as reasonably possible after completion of works, and no later than **14 days**, to allow us to investigate effectively. Any complaints after this time frame, may be declined, especially where work has been inspected and tested and no issues raised.

8. Our Commitment

We are committed to:

- Treating all complaints seriously and respectfully
- Acting fairly and transparently
- Working with customers to reach a reasonable outcome
- Continually improving our services

All complaints are handled in confidence and in accordance with data protection regulations.