



Complaints Policy

All Aspects Heating Ltd always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied.

To ensure the business is able to put things right as soon as possible, please read our complaints procedure below. All Aspects Heating Ltd will then be able to respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and the high standards the business aims to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact, All Aspects Heating Ltd right away so the problem(s) can be rectified as soon as possible.

Our Procedure

Either call, email or write* to us. All Aspects Heating Ltd aims to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where the business is unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader, All Aspects Heating Ltd uses the Dispute Resolution Ombudsman. In the unlikely event that All Aspects Heating Ltd 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 02922 670 040.

*please request proof of receipt if posting.