



Domestic Gas Services  
1 Sycamore Gardens  
Edinburgh  
EH12 7JJ

0131 553 2599  
[domestic-gas@hotmail.co.uk](mailto:domestic-gas@hotmail.co.uk)  
domestic-gas.com

## Our Complaints Procedure

Please inspect any work and if you are not entirely satisfied with the job then please contact us and we will get back to you to arrange an appointment to come and assess. If something has gone wrong and where necessary, rectify the situation.

**Step 1** – On receiving your complaint we will contact you to arrange an appointment for one of our partners or a senior engineer to come and look at the issue. We will aim to contact you the very day we receive the complaint, but this may not always be possible due to weekends or holidays. We will always get back to you within 2 days of receiving the complaint.

**Step 2** – When we arrive, we will inspect the issue and aim to rectify it that day. We will keep you up to date with progress and discuss with you if another visit is required.

**Step 3** – We will investigate internally if there is anything that we can avoid any similar issues in the future. We are committed to providing the highest quality workmanship and customer services to our customers and are always striving to improve our services.

**Step 4** – If at this stage you are still not entirely satisfied then the lead Partner Blair Cormack will be in touch with you to discuss how we can resolve the situation.

**Step 5** - Where we cannot resolve any complaints using our own complaints procedure, we would advise that the matter is resolved using an impartial body that specialises in Alternative Dispute Resolution (ADR). Please contact us for details.