

Complaints procedure

Isaac Broadberry takes complaints very seriously. He works hard to protect and preserve his reputation, and any complaints will be promptly and professionally investigated.

Client Feedback

Isaac Broadberry welcomes your feedback. It is only with your help that I can continue to improve my service to you, the client. You can contact Isaac Broadberry by email, website form, telephone, mail, or in person by request.

email	isaac@ibelectrical.co.uk
website form	www.ibelectrical.co.uk
telephone	07799765978
mail	8 Quantock Road, Bristol, BS3 4PF

Recording your Complaint

However your complaint is made; Isaac Broadberry will record the information according to his complaints handling procedure. In the event of a complaint about damage or poor workmanship, you may be asked to provide photographic evidence, if possible or he may wish to return to inspect the works. All the information regarding your complaint will be recorded and will be used to implement corrective actions to prevent future issues.

Investigation and Resolutions

Isaac Broadberry will be responsible for investigating your complaint. He will gather the information and interview the relevant people. Any previous complaints of a similar nature will be researched. All the findings will be recorded.

Complaints Resolution

Once a thorough investigation has been carried out, he will communicate the outcome to you and advise you of the proposed actions that will be taken to address your complaint.

Analysis of Complaints

Isaac Broadberry monitors any complaints to ensure he learns from the experience. Where necessary, corrective actions will be implemented to prevent future problems.