

Consumer Complaint Procedure

Piping Hot Strives to not only deliver high quality workmanship, reliability and tidiness with every job, but also to provide second to none aftercare to all our customers. Continually investing in the latest tools, equipment and training to increase the longevity and quality of every heating system. Our aim is to build strong, long-term relationships with our customers whereby they can rely on us for annual servicing and breakdown support (on the rare occasion this takes place) after installation/servicing.

However, on the rare occasion you feel that we have not upheld these standards please let us know.

We treat complaints with priority and aim to resolve any problem as soon as possible. We aim to always be compassionate and understanding of any concerns and queries that you may have and do everything we can to come to a satisfactory conclusion as quickly as possible. Please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

After inspecting work, if you believe there is an error in the workmanship, please refer to the job sheet/invoice and check exactly what was carried out.

If you believe our work to be faulty or not to our usual high standard, please telephone us immediately on 01494 730 738 & state your invoice number, invoice date and the reason for your complaint.

After the telephone conversation, we aim to formally respond within 48 Hours of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.