



## Complaints Procedure

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### Our Commitment

At **Asbestos KCB Ltd.**, we are committed to providing a high standard of service. If something goes wrong, we take all complaints seriously and aim to resolve issues quickly, fairly, and professionally.

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### How to Make a Complaint

If you are not satisfied with any aspect of our service, you can contact us using the details below:

#### **Asbestos KCB Ltd.**

Email: [asbestosremovalkcb@gmail.com](mailto:asbestosremovalkcb@gmail.com)

Phone: 01702 842380 | 07375 643048

Please provide as much detail as possible, including:

- Your name and contact details
  - Details of the issue or concern
  - Any relevant dates, documents, or references
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## Complaint Handling Process

### 1. Acknowledgement

We will acknowledge your complaint within 2–3 working days.

### 2. Investigation

We will review the issue thoroughly and may contact you for further information.

### 3. Response

We aim to provide a full response within 7–14 working days.

### 4. Resolution

Where appropriate, we will take corrective action to resolve the issue.

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## Escalation

If you are not satisfied with our response, you may request that your complaint is reviewed again. We will carry out a further review to ensure your concerns are fully considered.

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## Continuous Improvement

All complaints are recorded and reviewed to help us improve our services and prevent similar issues in the future.

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## Contact Us

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