Complaints Handling Policy

Complaints Handling Policy
Company Name: Vision Refurbishments Ltd
Effective Date: January 2026

Review Frequency: Annually or following any material change to legislation, accreditation requirements, or business operations

1. Policy Statement
Vision Refurbishments Ltd is committed to delivering high-quality refurbishment and construction services in a professional, transparent, and safe manner. We recognise that, despite our best efforts, occasions may arise where a customer feels dissatisfied with an aspect of our service.

This Complaints Handling Policy sets out a clear, fair, and accessible process for customers to raise concerns and for Vision Refurbishments Ltd to resolve them promptly and effectively.

This policy has been developed to ensure compliance with the Which? Trusted Traders Code of Conduct, Alternative Dispute Resolution (ADR) regulations, CHAS accreditation principles including governance and health & safety management, and all relevant UK consumer protection legislation.

We view complaints as an opportunity to improve our service, strengthen customer relationships, and uphold our professional standards.

2. Scope
This policy applies to all customers of Vision Refurbishments Ltd, all services provided by the company including domestic and commercial refurbishment works, and all employees, subcontractors, and representatives acting on behalf of Vision Refurbishments Ltd.
Complaints may relate to, but are not limited to, the quality of workmanship, compliance with agreed specifications or contracts, delays or timeliness, communication issues, health and safety concerns, conduct of employees or subcontractors, and damage to property.

3. Principles of Complaint Handling
Vision Refurbishments Ltd handles all complaints in accordance with the following principles, as required by Which? Trusted Traders and CHAS governance standards.
Complaints will be accessible and easy to raise, assessed fairly and objectively, managed transparently with regular communication, resolved within defined timescales, handled confidentially in line with data protection requirements, and reviewed to support continuous improvement.

4. How to Make a Complaint

Customers are encouraged to inspect works upon completion to ensure they meet contractual requirements and agreed standards. If any concerns arise, customers should contact us as soon as reasonably possible.
Complaints may be submitted using any of the following methods:
Telephone: 020 3987 4923
Email: info@vrltd.uk
In writing to: Vision Refurbishments Ltd, 566, 3 Chiswick High Rd ,Chiswick Park, London
Customers submitting complaints in writing are advised to obtain proof of posting.

5. Complaint Handling Procedure

Acknowledgement
All complaints will be formally acknowledged within five working days of receipt. The acknowledgement will confirm receipt of the complaint, identify the person handling the matter, and outline the next steps and anticipated timescales.
Investigation

A thorough investigation will be conducted by a suitably competent manager. This may include reviewing contractual documentation, site inspections, discussions with employees or subcontractors, and examination of health and safety records where relevant. Investigations will be undertaken in line with CHAS health and safety management expectations.

Response and Resolution

Vision Refurbishments Ltd will aim to provide a full written response and proposed resolution within twenty-eight calendar days of receiving the complaint. Where remedial works are required, a convenient date will be agreed with the customer.

If additional time is required due to the complexity of the matter, the customer will be informed with a clear explanation and revised timescale.

6. Health and Safety–Related Complaints

Any complaint involving health and safety concerns will be treated as a priority. Such complaints will be reviewed in accordance with our CHAS-accredited health and safety management system, including review of risk assessments and method statements where applicable.
Corrective actions will be implemented promptly to protect customers, workers, and members of the public. Health and safety complaints will be recorded and reviewed for continuous improvement purposes.

7. Escalation and Deadlock

If a complaint cannot be resolved through our internal complaints procedure and a deadlock is reached, the customer has the right to escalate the matter to an independent dispute resolution service.
Customers are not required to use ADR, and participation is voluntary. ADR is offered free of charge or at minimal cost and is independent and impartial.

8. Alternative Dispute Resolution (ADR)

As a Which? Trusted Trader, Vision Refurbishments Ltd has access to an approved Alternative Dispute Resolution scheme.
If deadlock is reached, customers may refer their complaint to:
Which? Trusted Traders ADR

Telephone: 029 2267 0040
Information about the ADR process will be provided to the customer at the point of escalation.

9. Record Keeping and Monitoring

All complaints are logged and retained securely. Records include the nature of the complaint, investigation findings, actions taken, outcomes, and timescales.
Complaint data is reviewed periodically by management to identify trends, improve customer service, enhance operational and health and safety performance, and support Which? and CHAS compliance audits.

10. Policy Review

This policy is reviewed annually or sooner where required due to changes in legislation, Which? Trusted Traders requirements, CHAS accreditation updates, or operational changes.

Approved by: Nour BAHRA
Director
Vision Refurbishments Ltd

