

Complaints Policy

We always endeavour to provide the best service and product for your customers. However, on rare occasions, we recognise that there may be times where our customer's may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read out complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on 07854 825071 or 07469 923935.

Or write to us at: K Crozier Heating Ltd 53 Wentworth Way, South Croydon, CR2 9EY.
(Please request proof of receipt if posting).

Or email us at info@kcrozierheatingltd.co.uk.

We aim to respond within 14 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.