

Peake Joinery & Building Contractors
218 Crackley Bank
Newcastle-under-Lyme
Staffordshire
ST5 7AB

01782 562601
07720892883

Complaints

We always endeavour to provide the best service for our customers. However, on rare occasions, we recognise there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our 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. By either calling, writing or emailing us.

We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

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.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 456 6032.