Ashford Solutions Group
PROPRIETOR PAUL REYNOLDS

COMPLAINTS POLICY

How we put things right

Plastering, rendering, painting & decorating, tiling and general property repairs & maintenance.

> We aim to respond within **5 days** of receiving your complaint, and to arrange a convenient date to view and, where needed, remedy the situation within **28 days**.

Trading name: Paul Reynolds trading as Ashford Solutions Group
Business/trading address: 51 Lower Denmark Road, Ashford, TN23 7SX
Telephone: 07886 919376 **Email:** ashfordsolutionsgroup@gmail.com
Version: 16 November 2026

1. Our commitment

1.1. Ashford Solutions Group always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

1.2. To ensure we can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards we aim to achieve.

2. How to contact us

2.1. Please contact us straight away with any concerns, either by phone, email or in writing. If you write to us, please get proof of posting.

2.2. Write to Paul Reynolds, Ashford Solutions Group, 51 Lower Denmark Road, Ashford, TN23 7SX. You can also call 07886 919376 or email ashfordsolutionsgroup@gmail.com.

3. Complaint procedure

3.1. On receipt of your complaint we aim to respond within 5 days.

3.2. We will arrange a convenient date to come and view and/or remedy the situation within 28 days.

4. If we cannot resolve your complaint

4.1. In the unlikely event we are unable to resolve your complaint having exhausted this complaints procedure, it may be necessary to use another complaint service.

4.2. Where we cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us, and both parties agree a deadlock has been reached, you can then escalate your complaint.

5. Which? Trusted Traders

5.1. We have access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution.

5.2. You will need to contact Which? Trusted Traders on 02922 670 040, who can explain if you are eligible to use their Alternative Dispute Resolution.