



OUR COMPLAINTS PROCESS





CHURCHES FIRE & SECURITY COMPLAINTS

Customers are at the heart of our business at Churches Fire & Security, so we always take time and consideration into resolving any issues our customers may face.

We take all complaints very seriously, as customer satisfaction is integral to our business. As such our customers feedback is vital to us. We work hard to meet customer expectations and deliver the best customer service we can. We accept that sometimes things can go wrong, when this happens, we try our best to fix it.

We aim to resolve all complaints within 14 business days, this can be extended depending on the complexity of the complaint.

What is a complaint?

A complaint expresses dissatisfaction about a product, service, or experience. It formally identifies an issue and requests a resolution or corrective action. Complaints provide valuable feedback for organisations to improve their offerings.

Journey of a complaint



Our process of escalation

We aim to resolve all complaints within 14 working days - however this can be extended to 28 working days depending on the complexity of the complaint.

The complaint will be identified and logged with our Customer Experience team.

The complaint will then be acknowledged by phone or email within 24 hours - a complaint reference will be provided.

Our Customer Experience team investigation begins.

If the complaint is not resolved within 7 days, the customer will receive contact from our Customer Experience team via email or phone call with an update. This will be followed up if the complaint is not resolved within 14 days.

Once a full investigation has been completed, our Customer Experience team will contact the customer with the final resolution.

Contact us



Call our dedicated Customer Experience team on :**0370 608 4350**
Use our helpful Virtual Agent and ask to use extension number: **422**



Email our Customer Experience team on:
customer.experience@churchesfire.com



Write to our Customer Experience team:
Churches Fire & Security, Fire House, Mayflower Close, Chandlers Ford, SO53 4AR

