



Tyrone Guy Ltd
15 Lonsdale avenue
East Cosham
Portsmouth
Hampshire
PO62PU
Tel 07876568373

Email: hello@tyroneguy.co.uk
Registered company number 5946897
Registered in England
Gas safety number 195497

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that 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.

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.

Either call us on 07876568373, or write to us at 15 Lonsdale avenue, East Cosham, Portsmouth, PO62PU or email us at hello@tyroneguy.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.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0333 241 3209.

At Tyrone Guy Ltd, We Provide **PLUMBING SERVICES**

Here at Tyrone Guy Ltd we cover all types of plumbing problems from quick fixes such as replacing taps or repairing leaks to much larger plumbing projects such as bathroom plumbing and kitchen plumbing. We can also take care of any drainage issues that you have from simple sink and toilet blockages to more serious soil stack issues.

Anything is possible with Tyrone Guy Ltd, so give us a call now on 02392 645 557 to find out how we can help you.

