



# Complaints Policy

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We Always endeavour to provide a great service and products for our customers. However, on rear occasions, we recognise that there may be a few times where our customers may not be completely satisfied.

To ensure that we can put things right, please read our complaints procedure and we will respond promptly to ensure complete satisfaction.

As soon as possible after the works have been completed, please inspect the work to ensure everything has been carried out to our normal high standards.

In the unlikely event, there is anything that you are not completely satisfied with please contact us as soon as possible in order for us to rectify and issues you may have. Please find our contact Details Below. We Aim to respond within one working day of your complaint and where possible provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint, we are also part of a dispute Resolution Ombudsman service. We are committed to making you completely satisfied, however In The unlikely event that we cannot fully rectify any of your issues please ask us for this information.

[Write to us at:](#)

[RM TV Solutions](#)

[7 Eden Walk](#)

[ST Mary Park](#)

[Morpeth](#)

[NE61 6BP](#)

[Call us:](#)

[07814417419 \(8am-4pm](#)

[Monday to Friday\) \(8am-](#)

[12pm Saturday\)](#)

[Email us at:](#)

[Info@RMTVSolutions.co.uk](mailto:Info@RMTVSolutions.co.uk)