



Pinden Quarry,
Green Street Green Road,
Longfield, Dartford, Kent DA2 8EB

Tel: 01474 707149

Fax: 01474 708293

Email: info@pinden.co.uk

Website: www.pinden.co.uk

How to make a complaint

In the first instance, please address your complaint directly to the person you have been dealing with. We want complaints to be dealt with as quickly as possible and most can be resolved immediately by telephone or email on the contacts listed below.

If you feel uncomfortable about doing this or if you remain dissatisfied after you have done this, you may direct your complaint (or ask for it to be directed) to a senior manager.

This can be done by writing to the complaints department at the address below who will forward it to the appropriate manager:-

Complaints Department

Pinden Ltd

Pinden Quarry

Nr Dartford

Kent

DA2 8EB

Tel: 01474 707149

Email: info@pinden.co.uk

All complaints received by the complaints department within the foregoing definitions will be acknowledged within 5 working days of receipt.

In order to be dealt with fairly and appropriately, complaints must clearly state the following:-

- The complainant's name, address and telephone number;
- The specific grounds of the complaint.

Step by step summary to making a complaint

Step 1: Raise it with the person providing the service by telephone or email

Step 2: If not satisfied, write to the complaints department who will refer the matter to the appropriate manager for consideration

Step 3: If still dissatisfied, appeal to the senior manager