



Complaints Policy

We always try to provide the best possible service and products for all our customers. However, we accept that on very rare occasions there may be times when our customers may not be entirely satisfied.

To make sure we are able to put things right for you as quickly as we can, please read our Complaints Policy below and we will respond promptly to ensure your complete satisfaction.

As soon as we have completed work for you, please inspect it and in the unlikely event you are not satisfied, please contact us as soon as you can detailing the problem. Please call us on 01253 698099, write to us at 15 Henley Avenue, Thornton-Cleveleys FY5 2BN or email us at ddhblackpooltd@btconnect.com.

We aim to respond to any issues raised within 3 working days of receiving your complaint and, where possible will provide you with a date to remedy the problem.

In the event we are unable to resolve matters to your satisfaction using our own complaints procedure, as a Which? Trusted Trader we use 'Dispute Resolution Ombudsman' for dispute resolution. In the unlikely event we are unable to resolve the complaint you have raised to your satisfaction, you may wish to refer matters to them. If you want to do this, please contact Which? Trusted Traders in the first instance on 0333 241 3209