



Customer Complaints

Here at Cannon Electrical Limited our goal is to provide every customer a 5 star service complete with a hassle free installation.

However as a customer you may not feel completely satisfied. In these cases, our priority will always be to go above and beyond to make things right. In order to respond swiftly and appropriately, please read and follow our complaints procedure below.

It is really important that you inspect any work that has been completed for you as soon as possible, to ensure the work has been completed to our contract terms and conditions, and to the high standard that the business aims to achieve.

Please contact the business as soon as possible, this way we can put things right a lot sooner.

Business Complaint Procedure.

Please detail your complaint in writing and send to:

Cannon Electrical Limited,
18 Broadstairs Close,
Hull,
HU8 9UR

On receipt of your complaint the business aims to respond within 5 days, this will be a telephone call from the company Director Terry Hetherington followed by a letter of acknowledgment.

Terry Hetherington will arrange a convenient date to come and view and/or remedy the situation.

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

Ombudsman Services/Alternative Dispute Resolution.

If you choose to escalate your complaint: You can do so through one of the following:

The business is NAPIT registered.

NAPIT offers a Complaint Service for registered members.

Details of the complaints which can be escalated are available online at <http://www.napit.org.uk> or call them on 0345 543 0330.