



Complaints Procedure

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to my usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact me as soon as you can in order that I can rectify any problems as soon as possible. To contact me please use any/all of the three methods listed below.

- Call me on 07474059381.
- Write to me at GX Computers, 12, Mid Cross Lane, Chalfont St Peter , Gerrards Cross, Bucks, SL90LF (please request proof of receipt if posting).
- Email me support@gxcomputers.co.uk

I aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where I am unable to resolve your complaint using my Complaints Procedure, as a [Which? Trusted Trader](#) I use the [Dispute Resolution Ombudsman](#) for dispute resolution. In the unlikely event that I 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 0117 456 6031.

Dave Kidner
GX Computers
September 2019