



WILLTEC

Complaints Handling Policy

WILLTEC is committed to providing a high-quality service to all our clients. We need you to tell us if you think that something may have gone wrong. This will help us to maintain and improve our standards.

Our Complaints Procedure

Informal stage

If you have any concerns about the quality of our service or the way in which your installation is being handled or with regard to an invoice you have received then please contact us via the website contact form.

If the issue raised is not promptly resolved to your satisfaction, or if you wish to make a formal complaint then please proceed as set out below.

Please email to:

WILLTEC
info@willtec.ie

Formal Stage

Within 5 working days of receiving your complaint we will:

- Write to you stating who will be dealing with your complaint. We will at the same time set out a statement of our understanding of your complaint. We may also request further information in order to consider your complaint.
- Start to investigate your concerns by:
 - Thorough review of your file
 - Detailed discussion with the members of staff who acted for you

Within 7-14 days of receiving your complaint we will:

- Have completed the steps detailed above
- Write to you with a detailed response to your complaint and suggest how this may be resolved
- Alternatively, we may invite you to meet with us to discuss and endeavour to resolve your concerns. If such meeting is held then we will write to you within 5 days after such meeting to confirm what took place and any resolution we may have agreed with you

If you do not want a meeting, or it is not possible for you to attend, then we will, in any event, send you a detailed response suggesting a possible resolution.



WILLTEC

If you are still not satisfied

- If you are still not satisfied with our written response and we have not suggested a meeting then you may request a meeting which will be held as soon as mutually conveniently possible. We will write to you within 5 days after such meeting to confirm what took place and any solutions agreed with you or offered to you

You may contact the PSA:

The Private Security Authority

Davis St,
Tipperary Town,
E34 PY91,
Co. Tipperary.

Phone: 062 32600

Email: info@psa-gov.ie