



## COMPLAINTS PROCEDURE

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Complaints can be made in writing, by email or by phone using the below contact details

Pro-Connect Electrical Limited  
11 Wood Lane  
Cotton End  
Bedford  
MK45 3AJ

Telephone number: 01234 740564  
Email: [info@pro-connect.co.uk](mailto:info@pro-connect.co.uk)

Once the complaint is received it will be reviewed and you will receive an email within 3-5 working days,

We will endeavour to resolve and complaints within 3-4 weeks and keep you informed throughout the process.

If your complaint has not been resolved and you are concerned about the compliance of the electrical installation then you can contact NAPIT directly through their website.

