

Can you help us to help you?

Comments, complaints and suggestions form

MAKING IT HAPPEN



Unit 22, Dragon Court,
Crofts End Road,
St George,
Bristol BS5 7XX.

www.johnperkins.co.uk
T: 0117 965 3970 F: 0117 965 3980
E: enquiries@johnperkins.co.uk
 @JohnPerkinsCon
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AFFIX
STAMP
HERE

Marketing Manager,
John Perkins Construction,
Unit 22, Dragon Court,
Crofts End Road,
St George,
Bristol BS5 7XX.

Your feedback:

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Your Name:

Tel:

Email:



Our response

We will respond to all complaints, comments and suggestions. We aim to send an initial acknowledgement of receipt within three working days and a full response within 10 working days. (If we cannot respond fully within this time, we will keep you informed on the progress of our investigation).

Alternatively, you can contact our Marketing Manager, who is responsible for handling complaints, comments and suggestions.

Please call us on 0117 965 3970, email enquiries@johnperkins.co.uk or fill in the form opposite and post it to us.

Complaints

We try to put things right the first time, but if you are not satisfied with the way your complaint was handled, we can arrange for your case to be reviewed by one of the company directors.

Communication is important to us, our aim is to ensure that all parties are happy throughout the life of a project.

If nobody tells us when we get things wrong, or shares their ideas on how we can improve, we won't be able to provide the best possible service. John Perkins Construction would like you to share your views and concerns with us so that we can change things for the better.

If you wish to complain, comment or make suggestions about any of our services, please speak to a member of your site team, who will try to sort things out for you directly, or who will put you in touch with someone else who can help.