



Complaints and Feedback about Technique Scaffolding

We are committed to providing the best service that we can. You can contact us about any aspect of the service you have received. Please let us know if you feel we have done a good job or if we have fallen short of our own high standards. Your feedback can help us improve.

How to send a compliment or suggestion

If you feel we have done a good job or have a suggestion of how we could improve our service please e-mail techniquescaffolding@gmail.com

How to make a complaint

In the first instance, please contact a member of the Technique Scaffolding site management team dealing with your project to discuss your concerns directly with them. They will often be in the best position to understand your situation and to explain what happened. Most complaints are settled in this way.

If this doesn't resolve your complaint, we have a two-stage formal complaints process:

Stage 1: through the manager of the person involved with your project

Stage 2: through the Company Secretary at Technique Scaffolding

Stage 2 complaints should be sent to techniquescaffolding@gmail.com or write to:

Mrs K Baker
6 Old School Court
Barugh Green
Barnsley
S75 1QH



In each case we will:

- let you know that your complaint has been received and who is dealing with it. They may contact you for more information
- respond within 10 working days, or explain why it may take longer and when to expect a full response
- advise you on how to take your complaint to the next stage

We are committed to dealing with all complaints fairly and impartially, and providing a high-quality service to those who make them. If you exhaust our complaints procedure and there are no substantial points being raised, we may write to you to advise that our contact will stop.