



Plumbing Trade Supplies

## **CUSTOMER COMPLAINTS PROCEDURE**

We always aim to provide you with excellent customer service. In the event that you have cause to complain about any of our products or services, please follow our escalation procedure below to ensure we handle your complaint fairly and effectively. To find the contact details of the Branch Manager where you made your original purchase, please visit the Plumbing Trade Supplies website and use the [branch locator webpage](#).

