

Complaints Policy

Safecore Limited — Damp & Mould Inspections
476 Coventry Road, Small Heath, Birmingham, England, B10 0UG
Email: info@safecorehomes.co.uk | Phone: 07762355638
Company No: _____
Last updated: 13 October 2025

1. Our approach

We take complaints seriously and aim to resolve them quickly and fairly.

2. How to complain

Email info@safecorehomes.co.uk with your name, contact details, booking date, and a clear description of the issue. You can also call 07762355638.

3. What happens next

- Acknowledgement within 3 working days.
- Investigation and response within 10 working days (or update if longer is needed).
- If you remain dissatisfied, we'll explain any escalation options available.

4. Records

We keep a record of complaints to help improve our services.