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Quality Assurance Statement

D J Tailby Ltd has a policy to supply and install all goods and services to the highest standards.

It is our policy to do all that is reasonably practicable to:

- Ensure all work is completed to the highest standards
- To check quality of goods from suppliers or sub - contractors
- To only supply goods from high quality sources
- To check all works, goods, and services for high standards before signing off to the client

In particular, it is our policy to:

- Have each job signed off by a supervisor or foreman before hand over to the client.
- To have a formal complaints procedure in place, which is dealt with by the Managing Director to ensure customers receive the high standard of workmanship they expect
- Purchase all goods and materials from reputable sources and check for quality before fitting
- That agreed standards when contracts are exchanged are upheld in all elements of the works.
- That the client must sign off on the standard of the work before full handover is made

D J Tailby Ltd pride themselves on the quality of their workmanship and finishes. All issues regarding quality are dealt with, and an amicable outcome reached within 14 days of a complaint being raised.

Name: Daren Tailby

Position: Director

Date : 18th August 2016

Signed: *D J Tailby*