



# Windows Plus

Double Glazing | Windows | Doors  
Porches | Conservatories | Fascias & Soffits



## Factory & Showroom

Unit 1 | Napier Street | Coventry | CV1 5PR

Telephone: 024 7623 0222

Fax: 024 7623 0990

Email: [info@windows-plus.co.uk](mailto:info@windows-plus.co.uk)

[www.windows-plus.co.uk](http://www.windows-plus.co.uk)

## COMPLAINTS PROCEDURE

If you have a complaint about Windows Plus we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### *Who Can Complain?*

Anyone who is:

- Receiving a service from Windows Plus;
- Caring for someone who has a complaint;
- Has had any dealings with any Windows Plus employee in a working capacity.

### *How to Complain*

Windows Plus would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Windows Plus and, if you feel able, either in person or by telephone, speak to the member of staff as your first point of call who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Please do so in writing within 14 days and send it to:

Lorraine McDonald  
General Manager  
Windows Plus  
Unit 1 Napier Street  
Coventry  
CV1 5PR.

Or

Email: [info@windows-plus.co.uk](mailto:info@windows-plus.co.uk)



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## *What Happens Next*

You will receive an acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit will require your consent, with a full explanation being provided to you as the reasons why this would be required.

## *Does This Always Happen?*

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

## *Can you have someone with you when your complaint is discussed?*

Yes you can.

## *Can you take your complaint elsewhere?*

Yes there are many different people who you may be able to take your complaint to should you feel that the result of your complaint is unsatisfactory. These bodies and their contact details will be provided to you in the correspondence stating the outcome of your complaint.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://disputeresolutionombudsman.org/which-trusted-traders-partnership/>



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