

Windows Plus

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

Unit 7 Curriers Close | Coventry | CV4 8AW

Telephone: 024 7623 0222

Email: info@windows-plus.co.uk

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:

Kerri Stansfield
Installations & Aftercare Manager
Windows Plus
Unit 7 Curriers Close
Coventry
CV4 8AW.



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Or

Email: kerri@windows-plus.co.uk

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.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to, you can refer your complaint to Which? Trusted Traders' Alternative



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Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.



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