



Head Office 01793 700142
info@emeraldupvcwindows.com
www.emeraldwindows.com

COMPLAINTS PROCEDURE

Complaints should be addressed to:

The Manager
Emerald Windows and Doors
Emerald House
The Brow
Haydon Wick
Swindon
SN25 1HT
Tel: 01793 700142

MAKING A COMPLAINT

Majority of problems can be sorted out quickly and easily, often at the time they arise with the person concerned, which may be the approach you wish to try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint, you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened.

State your case clearly giving as much detail as you can.

WHAT WE WILL DO NEXT

We look to settle complaints as soon as possible. We will try to acknowledge them within 3 working days and aim to have investigated the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this, we will let you know, and keep you informed as the investigation progresses.

When looking into the complaint we attempt to find out what happened and why, to see if there is something we can learn from this, and to make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete, your complaint will be determined, and a final response will be sent to you.

The final response letter will include details of the result of your complaint and your right to escalate the matter if you remain dissatisfied with the response.

COMPLAINING ON BEHALF OF SOMEONE ELSE

We adhere to strict rules of personal confidentiality. If you wish to make a complaint and you are not the customer involved, we will require the written consent of the customer to confirm that they are unhappy with something and that we can deal with someone else about it.

Please note that we are unable to discuss any issue relating to someone else without their express permission. Even then, we may still need to correspond directly with the customer or may be able to deal directly with the third party, this will depend on the wording of the authority provided.

IF YOU ARE DISSATISFIED WITH THE OUTCOME OF YOUR COMPLAINT

You have the right to approach the Consumer Protection Association (CPA).

CPA House
North Bridge Street
Shefford, Bedfordshire
SG17 5DQ
Telephone: 01462 850062
Email: info@thecpa.co.uk

You may also approach the GGF (Glass and Glazing Federation)

Glass and Glazing Federation
54 Ayres Street
London
SE1 1EU
Telephone: 020 7939 9100
Email: info@ggf.org.uk

You may also approach FENSA.

FENSA Ltd
40 Rushworth Street
London
SE1 0RB
Website: <https://www.fensa.org.uk/contact-us>