



Complaints Procedure

If you're not completely happy with our service we'd like to hear about it, that way we can put it right. We do everything we can to make sure our customers get the best products and the best service possible, however, sometimes we may not get things right first time.

We want to:

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly and without delay
- Make sure you are satisfied with how your complaint was handled

How and where to complain

If you are not satisfied with any aspect of our/product service you can tell us about your complaint in the following ways:

- In writing: write to us at the address below, please address your letter to *The Manager*.
- By email: info@emeraldupvcwindows.com

How long will it take?

We will aim to resolve your complaint straight away but if we can't, we will contact you within 10 business days to tell you:

- Why we have not resolved your complaint
- Who is dealing with your complaint
- When we will contact you again

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-u>

If we cannot reach agreement with you

If we can't agree a solution within 8 weeks and your complaint relates to our credit brokerage service we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision

Emerald House
The Brow
Haydon Wick
Swindon
SN25 1HT

UTR No. 2704511690
Company Reg. 7015873 Vat No GB 947802691



OR

- Issue our final decision letter which will explain our final position

Our aim is to resolve all credit brokerage related complaints internally. However, if after receiving our final decision letter or 8 weeks have passed you may have the right to refer your complaint to the Financial Ombudsman Service (FOS).

Financial Ombudsman Service

If you want the FOS to look into your complaint you must contact them within six months of the date of our final response letter.

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone: 0800 0234567

Email: complaint.info@financial-ombudsman.org.uk

Further helpful information can be obtained from visiting their web site at: www.financial-ombudsman.org.uk