



HERTFORD GLASS LIMITED CUSTOMER COMPLAINTS PROCEDURE

We are committed to providing a high quality installation to all our customers. When something goes wrong, we need you to tell us about it so we can improve our standards.

Should you need to make a complaint, please contact us at our head office above.

What will happen next?

- 1) We will contact you to acknowledging receipt of your complaint within 3 working days of receiving it, and send you a copy of this procedure.
- 2) One of our department managers will contact you to review your complaint and speak to the team who carried out your installation.
- 3) Should this not resolve your issue, you will be invited to a meeting, either on site or at our Head Office, with the department manager and, in some instances with the installation team concerned, at a mutually agreed time.
- 4) If you do not want a meeting we will contact you to confirm what has been discussed and any solutions that may have been agreed.
- 5) At this stage, if you are still not satisfied you should contact us again asking for a review and we will arrange for one of our Directors or Company Manager to review the situation and contact you with their decision.
- 6) We will contact you within 10 working days from your request for a review confirming our final position on your complaint explaining our reasons.
- 7) If you are still not satisfied, you can contact:
The Glazing Ombudsman Office
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP