

## **WINDOW WISE COMPLAINTS HANDLING PROCEDURE**

### **1.0 Policy**

1.1 We recognise the importance of customer complaints and welcome all comments as a valuable form of feedback about our products and services. Although we pride ourselves on a high standard of quality for both product and our workmanship, we understand that from time to time, on occasions there may be a need to complain. We learn from and use the information gained from complaints to help drive forward improvement and standards and to respond positively to our customers' needs and expectations. We aim to resolve all complaints quickly, effectively and amiably, with minimal inconvenience where possible.

1.2 Complaints are accepted in all formats including:

- Ideally in writing, whether it is by letter or email.
- Over the telephone
- In person

1.3 Our Complaints procedure does not affect your statutory rights as a consumer.

1.4 Any complaints are taken seriously with concern and are dealt with in line with our Equal Opportunities Policy.

### **2.0 Procedure**

#### **2.1 Informal Resolution**

- We make a detailed note of the complaint [ideally this should be addressed to the Office Manager].
- We immediately forward the complaint to the relevant person within Window Wise, we have a dedicated 'service engineer', who is overseen/supervised by our Installation Manager.
- We will acknowledge receipt of your complaint within 48 hours via a telephone call and post or e-mail informing you and set a date by which the complaint will be resolved by.
- We will take action to resolve the complaint immediately. (Manager)
- If the complaint cannot be resolved immediately, we will inform you of the reasons why and indicate a date to resolve the complaint by.
- We will always endeavor to resolve any complaint to your satisfaction and to provide you with a continuous update until such time as the complaint has been resolved.
- Once resolved, the complaint along with the resolution is recorded and will be presented at our monthly management team meetings and brought to the attention of the Company Directors.

## 2.2 Formal Resolution

- If a complaint has not been resolved or the complainant is still dissatisfied complaint shall be formally investigated by the appropriate Director/Manager. The complainant shall be kept informed.

## 2.3 Ensuring Resolution

- If the complainant still remains dissatisfied the company may involve the GGF's conciliation service and provide details of the complainant together with full details of the nature of the complaint and all documentation associated with it.

### **Conciliation Officer**

The Glass and Glazing Federation  
40 Rushworth Street  
London  
SE1 0RB

Email: [conciliation@ggf.org.uk](mailto:conciliation@ggf.org.uk)

- If a complaint is not able to be resolved by the Federation's Conciliation Scheme, then a low-cost independent alternative dispute resolution (ADR) service is available. The consumer may choose to opt for this service when at least 56 calendar days have elapsed since their complaint was first raised.

The Federation offers this service through The Glazing Arbitration Scheme (TGAS), operated by the Centre for Effective Dispute Resolution (CEDR). Details of this scheme and cost are available from the TGAS website, [www.tgas.org.uk](http://www.tgas.org.uk), and on the GGF consumer website [www.myglazing.com](http://www.myglazing.com) under the section "Resolving a dispute". The scheme shall be able to take into account possible breaches of this Consumer Code of Practice where relevant to the complaint.



**WindowWISE**  
Craftsmanship, Quality & Customer Care

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