

## Complaints Procedure Document

### Clarke Windows Limited

#### Complaints policy

Clarke Windows Ltd is committed to providing the highest quality window and/or door installation service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards of service.

If you have a complaint of any kind, please contact us with the details, ideally in writing.

#### Complaints process

1. Once we have received your complaint, we will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this complaints procedure document.
2. We will then investigate your complaint. This will normally involve passing your complaint to our customer care manager/Tony Clarke, who will review your complaint and speak to the team that worked on your installation.
3. Tony Clarke will then arrange a visit to your home, or the premises where the installation was undertaken, if different to your home. This is to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. This ensures that within 28 days, your complaint has been acknowledged and you will have been offered a course of action.
5. Within 5 days of the visit, Tony Clarke will write to you to confirm what took place and any solutions that took place.
6. A complaint will be considered "closed" if you write to accept the findings of our response or fail to respond within 6 weeks of receiving the communications detailed in points 3, 4 and 5.
7. If agreed by the customer, we shall carry out any remedial action within 8 weeks from the date of the customer agreement.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Ombudsman Services Ltd for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact Which? Trusted Traders in the first instance on 0117 981 2929.

Please note: Where a complaint is received and dealt with by the close of the business following the day of receipt of the complaint, the above procedures do not need to be followed. All complaints will be recorded in a complaints log for a minimum of 2 years.