

## **Customer Complaints Procedure**

We are sorry that there is something you are not happy with. To try and resolve this in the best way for all parties please find listed details of our complaints procedures.

As members of the Glass & Glazing Federation and The Glazing Ombudsman we as a company agree to work within their code of practice.

- All formal complaints must be made to us in writing, we will accept letters, emails or faxes to our main office. (We would recommend you keep copies of all correspondence)
- We will acknowledge all written complaints within 3 working days.
- We will carry out our own internal investigation to your complaint and report back to you within 15 working days.
- If you are dissatisfied with the outcome, We will review your dispute by staff not directly involved with the original dispute.
- We will write to you expressing our final viewpoint. Should you not be satisfied with the outcome you can refer the matter to:

### **A) In the first instance The Glass & Glazing Conciliation Service**

The GGF also provides a FREE Conciliation Service, should a domestic customer and a Member company not see eye to eye over work carried out. In the rare cases that this does not work, the GGF has an independent arbitration scheme run by the Chartered Institute of Arbitrators.

### **Glass & Glazing Federation (GGF)**

54 Ayres Street,  
London,  
SE1 1EU

### **B) The Glazing Ombudsman Office (TGO)**

43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
TEL: 01722 330122  
[www.theglazingombudsman.com](http://www.theglazingombudsman.com)  
Email : [initialenquiries@glazingombudsman.com](mailto:initialenquiries@glazingombudsman.com)

- Please note the insurance backed warranty issued with your contract (if applicable) only comes into force in the unlikely event that we cease to trade.