

**It's good
to hear
from you.**

Our complaints procedures



Your feedback matters to us.

The information we hope you never need

We hope that this information is never required. That's our very clear objective with every Hazlemere customer. But of course, it's important that we make provision for the unthinkable and create a complaints procedure that's clear, fair and timely.

Complaints are exceptionally important to us, we treat them not as distractions or inconveniences, but as opportunities to learn and to make things better. That's why, if you're not happy with anything at all about our products or service, we really do want to know about it.

How to make a complaint

If you are dissatisfied with an element of workmanship or customer service, then we would encourage you to speak to the individual/department concerned. They can then try to resolve any problems on the spot.

Our Main Switchboard 01494 536000 is open 9am to 5pm on weekdays (excluding Bank Holidays). Alternatively, you can complain in writing to:

The Managing Director
Hazlemere Window Company Limited
Cressex Business Park
Wellington Road
High Wycombe
Buckinghamshire HP12 3PR

When complaining, tell us:

- Your full name and address and contract number (where applicable).
- As much as you can about the complaint.
- What has gone wrong.
- How you want us to resolve the matter.

What Happens When You Have Complained?

Stage 1: Frontline Resolution

Frontline resolution aims to quickly resolve straightforward complaints that require little or no investigation.

Stage 2: Investigation

The investigation stage deals with three types of complaint: Cases that have not been resolved at Stage 1; Cases that are complex in nature and or where it is immediately apparent that detailed investigation is required;

When using Stage 2 we will:

- Acknowledge receipt of your complaint within five working days.
- Where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Provide a full response, verbally or in writing.

Financial Ombudsman Service

The Financial Ombudsman Service is there to help consumers with complaints which relate to the sale of financial services. If your complaint is of this nature, you may have the right to refer your complaint to them. Their contact details are below.

The Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone: 0800 023 4567

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

Further helpful information can be obtained from visiting the Financial Ombudsman Service website at www.financial-ombudsman.org.uk

It's important to note that if you want the Financial Ombudsman Service to look into your complaint you must contact them within six months of the date of our final decision letter.

The Glass and Glazing Federation

If your complaint relates to products that have not been purchased through our credit brokerage services then you would be entitled to complain to the Glass and Glazing Federation (GGF) at the following address:

The Glass and Glazing Federation

44-48 Borough High Street
London SE1 1XB

Telephone: 0870 042 4255

Email: info@ggf.org.uk

If you need anything further

If you have any further queries regarding our complaints procedure then please call 01494 536000, we'll be happy to help.

