



THE SASH
WINDOW
WORKSHOP

Customer complaints procedure

If you are dissatisfied with the way in which your job has been dealt with, please contact customer relations in the first instance either by email, fax, telephone or letter. In order to help us investigate your complaint please make sure you provide the following details:

- Full details of what has caused you to make a complaint
- How you would like us to resolve the problem
- Your full name, address and postcode
- Your job number (D00000) or quote number (Q00-000000)
- Your contact details, please indicate your preferred method of contact

Please address your complaint via:

- By email: info@sashwindow.com
- By fax: 01344 868858
- By post:
 - The Sash Window Workshop Trading Ltd Customer Relations, 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA

If you would rather discuss your complaint with somebody in the relevant department please call the main office on 01344 868668, where details will be taken and your call will then be responded to within 2 working days.

How will your complaint be handled?

Your complaint will be handled by our dedicated customer relations team who will:

- Speak to you personally and record the details of your complaint
- Forward your complaint to the appropriate department
- Investigate your complaint thoroughly and attempt to put right any mistakes as quickly as possible
- Endeavour to provide you with a satisfactory resolution

In the event that your case cannot be dealt with quickly and efficiently you will be contacted as soon as possible to explain why and arrange an appropriate timescale with you. At all times you will be informed and updated regarding the process.

Please be aware that some issues may be outside of our control however we will endeavour to provide you with the best solution possible.



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What if you are not satisfied with the response?

The Sash Window Workshop Trading Ltd will always aim to provide a satisfactory response following your initial complaint. However, if you are not happy with the response given the following procedure will be initiated:

STAGE 1 – Head of Department review

If you are not satisfied with the response you have received from The Sash Window Workshop Trading Ltd, please escalate your complaint to the Head of the relevant department who has been dealing with your case.

- Resh Samra – Installations Manager (01344 350657)
- Wayne Bailey – Financial Controller (01344 350665)
- Peter Smith – Production Manager (01344 350677)
- Ronan King – Sales Manager (01344 350654)

STAGE 2 – Managing Director investigation

If you are not satisfied with the Head of Department response, please escalate your complaint to the Managing Director.

Please address your complaint to the correct stage and submit full details in writing as to the reason for your complaint either:

- By email: info@sashwindow.com
- By post: The Sash Window Workshop Trading Ltd - Customer Relations, 4 Kiln Lane, Bracknell, Berkshire, RG12 1NA

If you remain dissatisfied

If you have completed our internal complaints escalation process and you are not satisfied with the response from the Managing Director, you can request that your complaint be investigated by the Ombudsman service, an independent complaint resolution company for those who wish to avoid the cost of court fees.

Please contact by:

- Post
 - Ombudsman Association
56 Cambridge Road
Carshalton
Surrey
SM5 3QS
- Email the Secretary: secretary@ombudsmanassociation.org