



IF YOU NEED TO MAKE A COMPLAINT

We are sorry you have had to enter this page and that there is something you are not happy with. To resolve this in the best interest of all parties please find listed details of our complaints procedure.

Our commitment to customer care.

We are committed to providing high quality products and services for all our customers. Of course, as fitting windows, doors and conservatories into properties of all types and ages can be complicated, we recognise that very occasionally things can go wrong.

If you have a query or complaint we want to know as soon as possible to help us put things right promptly.

Just contact our Customer Contact Centre with your details and a description of your problem. We are here for you from 8am to 4.30pm Monday-Friday:

The principle assigned to deal with complaints is:

Complaints Department

**Energy Saving Windows
Stafford Ltd
Common Road
Industrial Estate
Verulam Road
Stafford
ST16 3EA
Staffordshire**



Tel: 01785 212227

Email: mail@eswindows.co.uk

However you contact us, we will:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within one working day
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- Keep you regularly informed of progress throughout

If you're unhappy with the way things have been resolved and you have a complaint about your experience with us, we will review your complaint in line with our relevant Complaint Procedure. You can find the procedure for our Complaint Procedures here:

Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However, sometime we may not get things right the first time.

When that happens we want you to tell us what went wrong so we can put matters right.

We want to:

- Make it easy for you to tell us what went wrong;



- Give your complaint the attention it deserves;
- Resolve your complaint fairly without delay; and
- Make sure you are satisfied with how your complaint was resolved.

How long will it take?

We aim to resolve your complaint straightaway but if we can't, then we will write to you within three business days to tell you:

- Why we have not resolved your complaint;
- Who is dealing with your complaint; and
- When we will contact you again.

We will aim to resolve your complaint quickly but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update please call us on 01785 212227 and ask to speak to the person handling your complaint.