

Complaints Procedure

We strive to provide a first-class service to all our customers. However, there may be an occasion when you are not happy with the service that you have received.

If you have any queries, suggestions, or complaints:

1. In the first instance, if you wish to complain about our services, please speak to a member of staff who will try to sort things out for you directly or will put you in touch with someone who can help. You can contact us on any of the means identified at the bottom of this document.
2. If you send your complaint by email or post, we will aim to send an initial acknowledgement of receipt of a complaint within 10 working days and a full response to complaints within 21 working days of receipt. If we cannot respond fully within 21 working days, we will keep you informed on the progress of our investigation.
3. We will try to put things right the first time, but if you are not satisfied with the way your complaint is handled and wish to take the matter further see the next item.
4. If you are still dissatisfied having followed all the stages of our internal complaints procedure, you may apply to the Competent Person Scheme below with who we are a member. They will carry out an independent investigation of your complaint. Please write to the following address or use the telephone, or email details below;

Competent Person Scheme Details:

Certass Ltd
19 Main Street,
Ponteland,
Newcastle Upon Tyne,
NE20 9NH
0191 2496434
info@certass.co.uk

Registered/Business Address

Head Office: Global House, 12 Orgreave Drive, Handsworth, Sheffield, South Yorkshire, S13 9NR
Email: sales@global-windows.co.uk | **Tel:** 0114 288 9595 | **Freephone:** 0800 610 1234

Registered in England & Wales | Company Reg No. 7951972 | VAT No. 130016970 | Certass Registered Company