



Vulcan Windows Ltd - Complaints Procedure

We always endeavor to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

At the moment you can complain in a number of different ways: face to face; by phone; by email and by letter.

Vulcan Windows Ltd	Telephone:	01482 440270
Stoneferry Bridge, Clough Road	Fax:	01482 449163
Hull HU6 7QN	Email:	complaints@vulcanwindows.co.uk

We want it to be easy for you to tell us when we get something wrong.

When you contact us your details will be logged centrally and the information then sent to the right department. The appropriate person in each department will deal with the complaint.

Step One

Customer registers complaint, comment or compliment by phone, letter, email or face to face. The details logged and forwarded to the relevant department.

Step Two

Manager of the Relevant Department will either deal with the matter or forward to the appropriate member of staff. We will respond to the customer where necessary within 3 days to confirm what is being done.

Step Three

All complaints will be resolved within ten working days.

Step Four

You may wish to appeal against the decision we have taken.

Step Five

The Managing Director will take the most appropriate course of action.

Appeal

If you are not satisfied with the results of our investigation into your complaint you can write to the Managing Director and request that the matter be reviewed. You need to do this within 28 calendar days of getting our response to your complaint, stating the grounds for the appeal – i.e. why you feel we were wrong.

Other actions you may wish to take

If we fail to resolve your complaint, there are other options available to you. You can contact Certass, our UKAS approved certification body who will look into your complaint.

Certass Limited	Telephone:	0845 094 8025
37 Carrick Street	Fax:	0845 094 8024
Ayr KA7 1NS	Email:	info@certass.co.uk