

## Newglaze Complaints Policy

At Newglaze we pride ourselves on providing our customers with a high-quality service. However, we understand that occasionally things can go wrong. When they do, in the first instance you should raise your concerns with the sales department if it is before the survey has taken place or, once your installation has been booked, with the installation department – for them to address any issue you have.

If this is not possible or you are still dissatisfied and wish to make a formal complaint, please follow the steps outlined below. All complaints are taken extremely seriously. We aim to resolve them within 8 weeks but where, exceptionally, this is not possible, we will work closely with you to achieve a satisfactory outcome as quickly as we can.

### **Step 1 – To ensure a prompt and considered response, you will need to tell us:**

- ❖ Your name, address, email address and contact telephone number
- ❖ Your order or other reference number you have
- ❖ Exactly what went wrong, including when it happened, what happened and who was involved
- ❖ How you would like us to resolve this matter

Please ensure you have this information to hand when you contact us. Only once we have this information will we be able to properly investigate your complaint.

### **Step 2 – Contacting us:**

You can contact us regarding a formal complaint using any of the following methods:

- ❖ By Telephone: 01258 483535
- ❖ By Email: [sales@newglaze.co.uk](mailto:sales@newglaze.co.uk) or [installations@newglaze.co.uk](mailto:installations@newglaze.co.uk)
- ❖ By Post: Newglaze Windows Ltd, 1 Sunrise Business Park, Higher Shaftesbury Road, Blandford Forum, Dorset. DT11 8ST

### **Step 3 – Acknowledgement of Complaint:**

Once we have received a formal complaint from you we will:

- ❖ Acknowledge your complaint within 2 working days
- ❖ Tell you the name of the person who will personally be overseeing your complaint and give you their contact details
- ❖ Advise you of the next step
- ❖ Advise you when you will next hear from us

### **Step 4 – Investigation and Review:**

The investigation of your complaint will be undertaken within our management team. Your complaint handler will liaise with the relevant Sales, Installation or other department responsible for the issue which you have raised. They will aim to arrange any meeting or inspection visit to the installation address promptly. They will also aim to ensure that any outstanding issues are in progress within that period.

They will then objectively review all the facts and evidence against your complaint and the resolution you are seeking, before reaching a decision on your complaint.

### **Step 5 – Complaint Outcome:**

At Newglaze we like to keep things simple. There are two possible outcomes to your complaint:

#### **A - Complain Upheld**

If, after investigating, we find that your complaint is justified in whole or in part, we will write to you apologising for our failings and advising you as to how we propose to resolve it – having regard of course to the resolution you told us you wanted.

#### **B – Complaint Rejected:**

If, after investigating, we find that we have acted fairly and reasonably (including acting promptly and using our best endeavours to resolve any minor issues in accordance with industry good practice and standards), we will find your complaint unjustified and we will reject it. We will give you a written explanation if this is the case. We will also tell you about your options should you be dissatisfied with the outcome. All we ask is that you consider our response and reasons carefully and with an open mind, which is exactly how we approach all complaints.

### **Step 6 – Complaint Review:**

If you are not satisfied with the outcome of your complaint, you may ask for it to be reviewed. You need to do this in writing, setting out clearly your reasons for being dissatisfied with the Step 5 response. Your complaint will be reviewed by a director applying the same approach and timescales set out at Step 3 and 4 above. You will then receive written confirmation as to whether your complaint is now upheld after review, or remain rejected. The Director will provide you with the reason for their decision.

### **Step 7 – Still Dissatisfied:**

If you remain dissatisfied with the outcome after following the above steps, other options open to you are detailed below.

#### **Managing Director Complaint**

If you remain dissatisfied after completing Step 6, you are eligible to raise a formal complaint directly with our Managing Director. You can do this by writing to 1 Sunrise Business Park, Higher Shaftesbury Road, Blandford Forum, Dorset DT11 8ST, indicating that you wish for your complaint to be escalated in this way.

#### **The Glazing Arbitration Scheme**

If our Managing Director is unable to resolve your complaint, it may be referred to the Glazing Arbitration Scheme (TGAS) [www.tgas.org.uk](http://www.tgas.org.uk) which is administered by the Centre for Effective Dispute Resolution (CEDR). They provide a low-cost and independent service to consumers aiming to reach resolution of unresolved disputes in full and final settlement.

If you remain dissatisfied, you can ask to have your complaint reviewed by the Financial Ombudsman Service. If the company fails to respond to this final letter within a reasonable period of time (say, 14 days), you can take your complaint to the Financial Ombudsman Service (FOS).

You must take your complaint to the FOS within six months of receiving this letter, otherwise they might not be able to help.

You can contact the Financial Ombudsman Service as follows:

Telephone: 0800 023 4567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Address: Financial Ombudsman Service, Exchange Tower,  
London E14 9SR  
Website <https://www.financial-ombudsman.org.uk/>



### **Service Levels for Complaints:**

- ❖ We will acknowledge your originating complaint within 2 working days
- ❖ We will keep you informed of progress either on a weekly basis or alternatively at a frequency agreed with you
- ❖ Apart from in exceptional circumstances, we will ensure that you are offered an inspection of the installation address (where relevant) within 10 working days
- ❖ We will aim to conclude your complaint within 8 weeks or sooner where reasonably practical
- ❖ We will ensure that we communicate the outcome of any complaint in writing.