

## Complaints Handling Procedure



### IF YOU NEED TO MAKE A COMPLAINT

The principle assigned to deal with complaints is:

Mike Reeve  
Retail Sales Manager  
A&B Glass Company Limited  
Addison Road  
Chilton Industrial Estate  
CO10 2YW

01787 880099  
www.abglass.co.uk  
Company Registration No: 01543721  
FRN: 975156

### 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 and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

**In person** – call into our office at the address shown. We are open Monday to Friday from 8.30 am – 5.00pm.

**In writing** – write to us and address your letter to Mike Reeve, Retail Sales Manager.

**By telephone** – call us on 01787 880099 during our office hours and ask for Mike Reeve, the Retail Sales Manager.

**By email** – mike.reeve@abglass.co.uk

## **Complaints Handling Procedure**

### **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 01787 880099 and ask to speak to the person handling your complaint.

### **If we cannot reach agreement with you?**

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

Once our final decision is issued if we are still not in agreement you can contact FENSA:  
Alternative Dispute Resolution

FENSA LTD  
40 RUSHWORTH STREET  
LONDON  
SE1 0RB

MEMBER 10034

0207 645 3700

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the "eight-week rule"), you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

Please note: Only complaints relating to the sale of financial services should be referred to FOS

### **If your complaint relates to a finance agreement**

If your complaint relates to a finance agreement linked to your purchase you can still let us know about this. Our contact details for this are as follows;

## **Complaints Handling Procedure**

Phone: 01787 880099

Email: paul.mcmanus@abglass.co.uk

Address: A & B Glass Company Limited, Addison Road, Chilton Industrial Estate, Sudbury, Suffolk, CO10 2YW.

Please note, we will forward it on to your credit provider Novuna. Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

### **What to do if you can't reach an agreement**

If you are not satisfied with Novuna's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of Novuna's final response letter to you. They can be contacted in the following ways:

Write: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR**

Telephone: **0300 123 9 123**

E-mail: **complaint.info@financial-ombudsman.org.uk**

Further details can be found on the Financial Ombudsman Service website: **[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**