



Complaints Handling Procedure

IF YOU NEED TO MAKE A COMPLAINT

The principal assigned to deal with complaints is:

Lucy Barber
Customer Service Manager
A&B Glass Company Limited
Addison Road
Chilton Industrial Estate
SUDBURY
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, sometimes we may not get things right 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.

Purpose

The purpose of this Complaints Procedure is to ensure that all customer complaints are handled fairly, consistently, and promptly. We are committed to resolving complaints professionally and using customer feedback to improve our products and services.

Scope

This procedure applies to complaints relating to:

- Manufacture of windows, doors and glazing products.
- Supply of products.
- Delivery of products.
- Installation services.
- Repairs and warranty work.
- Customer service.
- Contract administration.
- Invoicing and billing.

How to Make a Complaint

Complaints may be submitted by:

- Email – lucy.barber@abglass.co.uk
- Telephone – 01787 880099 during our office hours and ask for Lucy Barber, Customer Service Manager
- Written letter – write to us and address your letter to Lucy Barber, Customer Service Manager
- In person – Call into our office at the address shown. We are open Monday to Friday from 8.30am – 5.00pm

Customers should provide:

- Name and contact details.
- Property or installation address.
- Invoice or contract number (if available).
- Description of the issue.
- Date the issue occurred.
- Photographs where applicable.
- Any supporting documents.

Time Limits for Lodging Complaints

- Customers should notify us:

Complaint

Time Limits

Delivery damage or shortages	Within 48 hours of delivery
Incorrect products	Within 48 hours
Visible manufacturing defects	Before installation or within 14 days of delivery
Installation workmanship	Within 30 days of completion
Warranty defects	During the applicable warranty period
General complaints	Within 60 days of becoming aware of the issue

- Where exceptional circumstances exist, we may consider complaints received outside these timeframes.

Acknowledgement

We will:

- acknowledge receipt within **five (5) business days**;
- provide the name of the person handling the complaint;
- allocate a complaint reference number where appropriate.

Investigation

Depending on the nature of the complaint, we may:

- review manufacturing records;
- inspect installation records;
- inspect photographs;
- arrange a site inspection;
- inspect the product;
- obtain reports from suppliers;
- consult installers or subcontractors;
- obtain independent technical advice where necessary.

Customers are expected to provide reasonable access to enable inspection.

Resolution

Following investigation, we will advise the customer in writing of our decision.

Where appropriate, remedies may include:

- repair;
- replacement;
- adjustment;
- reinstallation;
- refund (where appropriate);
- partial refund;
- goodwill gesture;
- explanation where no defect is identified.

If the complaint is not upheld, we will explain the reasons.

Response Time

We aim to provide a final written response within **15 business days of acknowledgement**.

Where additional investigation is required, we will:

- explain the reason for the delay;
- provide regular updates;
- advise the expected completion date.

Customer Responsibilities

Customers should:

- inspect products before installation where reasonably possible;
- report visible defects promptly;
- not install products with obvious defects without our written approval;

- provide reasonable access for inspection;
- avoid unauthorised repairs before inspection;
- retain any damaged products until inspection is completed unless otherwise instructed.

Internal Review

If the customer is dissatisfied with our decision, they may request an internal review.

Requests for review should be submitted within **30 days** of our final response.

The review will be conducted by a manager or person who was not responsible for the original decision where practicable.

A final decision will normally be provided within **10 business days** after the submission.

Closure of Complaint

A complaint will normally be considered closed when:

- the agreed corrective action has been completed;
- the customer accepts the resolution;
- we have issued our final response and no request for review is received within **30 days**.

Closure of our internal complaints process does not affect any statutory rights the customer may have.

Records

We maintain records of complaints including:

- complaint details;
- investigation notes;
- inspection reports;
- correspondence;
- photographs;
- corrective actions;
- final outcome.

Records are retained in accordance with our document retention policy.

Continuous Improvement

Complaint data is periodically reviewed to identify:

- recurring manufacturing defects;
- installation issues;
- supplier quality concerns;
- product failures;

- customer service improvements;
- training needs;
- opportunities to improve our quality management system.

Flow of the Complaints Process

1. Complaint received.
2. Complaint acknowledged within **5 business days**.
3. Complaint assessed and assigned.
4. Investigation conducted.
5. Site inspection arranged if required.
6. Written outcome issued within **15 business days** (or updated if more time is needed).
7. Corrective action completed where applicable.
8. Customer may request an internal review within **30 days**.
9. Complaint closed after resolution or expiry of the review period.

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 6453700

The Financial Ombudsman Service

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.

Financial Ombudsman Service can be contacted in writing:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk

If you are not satisfied with any aspect of our service or products relating to your finance agreement, please tell us about your complaint.

Telephone: 01787 880099

Email: lucy.barber@abglass.co.uk Lucy Barber – Customer Service Manager

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:

Phone: 01787 880099

Email: paul.mcmanus@abglass.co.uk

Address: A & B Glass Company Ltd, Addison Road, Chiltern 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 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 using contact details listed above.

Further details can be found on the Financial Ombudsman Service website: www.financial-ombudsman.org.uk