



## COMPLAINTS POLICY

We Do Windows always endeavours to provide the best service for every customer. However, on rare occasions, there may be times where a customer may not be completely satisfied.

To ensure we can put things right as soon as possible, please read our complaints procedure below. We will then be able to 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 based on the contract terms and the high standards we aim to achieve.

In the unlikely event there is anything you are not completely satisfied with, please contact us so the problems can be rectified as soon as possible.

### Our Procedure

Either call 0800 0433 493, email [contact@wedowindows.co.uk](mailto:contact@wedowindows.co.uk) or write\* to us. We aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using the business complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0117 456 6031

\*please request proof of receipt if posting

