



## 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.

In the unlikely event that a resolution cannot be reached, then as a member of the GGF (Glass and Glazing Federation) either (the member) or you (the consumer), may approach the Conciliation Manager at the Glass and Glazing Federation at 40 Rushworth Street, London SE1 0RB, to resolve the complaint through its free conciliation scheme. Details can be sent by post or by email to [conciliation@ggf.org.uk](mailto:conciliation@ggf.org.uk).

If after this a complaint is not able to be resolved by the Federation's Conciliation Scheme, then a low-cost independent alternative dispute resolution (ADR) service is available if the consumer and the Member are mutually agreeable to this process provided that at least 56 calendar days have elapsed since the consumer's complaint was first received by the Member.

The Federation offers this service through The Glazing Arbitration Scheme (TGAS), operated by the Centre for Effective Dispute Resolution (CEDR). Details of this scheme and the cost of it are available from the TGAS website ([www.tgas.org.uk](http://www.tgas.org.uk)), and on the GGF consumer website ([www.myglazing.com](http://www.myglazing.com)) under the section "Resolving a dispute". The scheme will take into account any allegation of breaches of the Code where relevant to the complaint