



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 the first time. When that happens, we want you to tell us what went wrong so we can put matters right.

How to complain

If you would like to make a complaint please contact Below with your details and a description of your problem. We are here for you Monday to Friday from 9.00am to 5.00pm.

Contact: Kayleigh Thornton
Tel: 01430 626006
Email: kayleigh@windoweleganceyorkshire.co.uk

Call in to our showroom or write to us:

Window Elegance Yorkshire
The Showroom
44a High Street
Market Weighton
YO43 3AH

How we respond to complaints

- We will make it easy for you to tell us what went wrong
- Giving your complaint the attention it deserves
- We will aim to resolve your complaint quickly but it may take longer if it is complex.
- Resolve your complaint fairly without delay
- All whilst making sure you are satisfied with how your complaint was resolved.

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 keep you informed on a regular basis but if you need an update please call us on 01430 626006 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.

Members of Certass

Window Elegance Yorkshire are members of Certass Limited and if you are not satisfied with the outcome you may ask them to investigate your complaint. You should contact them within 6 months of our final response with an overview of your complaint and a copy of your contract.

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, we would certainly hope to resolve this before it is escalated, so please always let us know in the first instance.