idealwindowsolutions
home of the **envirowindow**®

Complaints Procedure

If you're not completely happy with our service we'd like to hear about it, that way we can put it right. We do everything we can to make sure our customers get the best products and the best service possible, however, sometimes we may not get things right first time.

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 and without delay

- Make sure you are satisfied with how your complaint was handled

How and where to complain

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

- In person: Unity Building Fort Fareham Newgate Lane, PO141AH.

- In writing: write to us at the address above, please address your letter to The Complaints Manager

- By Telephone: 01329238399

- By email: enquiries@idealwindowsolutions.co.uk

How long will it take?

We will aim to resolve your complaint straight away but if we can't we will write to you within 5 business days to tell you:

- Why we have not resolved your complaint

- Who is dealing with your complaint

- When we will contact you again

Ideal Window Solutions Limited
Unity Building, Fort Fareham
Newgate Lane, PO14 1AH

Tel: 01329 238399
www.idealwindowsolutions.co.uk
enquiries@idealwindowsolutions.co.uk

Registered company in England & Wales (3623785) VAT Registration 717583317

envirowindow® Proud members of Checkatrade.com Where reputation matters dgcos FOUNDING MEMBER assure Certified Installer

If we cannot reach agreement with you

If we can't agree a solution within 8 weeks and your complaint relates to our credit brokerage service, 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

We will usually resolve your complaint quickly, but if it is complex, it may take longer. We will keep you informed on a regular basis but if you need an update, please call us on the number above and ask to speak to the person dealing with your complaint.

Our aim is to resolve all credit brokerage related complaints internally. However, if after receiving our final decision letter or 8 weeks have passed you may have the right to refer your complaint to the Financial Ombudsman Service (FOS).

If your complaint relates to your finance agreement

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider.

They 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 their 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 their final response letter to you.

Ideal Window Solutions Limited
Unity Building, Fort Fareham
Newgate Lane, PO14 1AH

Tel: 01329 238399
www.idealwindowsolutions.co.uk
enquiries@idealwindowsolutions.co.uk

Registered company in England & Wales (3623785) VAT Registration 717583317

idealwindowsolutions
home of the **envirowindow**®

Financial Ombudsman Service

If you want the Financial Ombudsman Service to look into your complaint you must contact them within six months of the date of our final response letter.

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Telephone: 0800 0234567

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

Further helpful information can be obtained from visiting their web site at: www.financial-ombudsman.org.uk

Financial Ombudsman Service

Ideal Window Solutions Ltd, Unity Building Fort Fareham. Newgate Lane Fareham PO141AH, regulated by the Financial Conduct Authority.

Ideal Window Solutions Limited
Unity Building, Fort Fareham
Newgate Lane, PO14 1AH

Tel: 01329 238399
www.idealwindowsolutions.co.uk
enquiries@idealwindowsolutions.co.uk

Registered company in England & Wales (3623785) VAT Registration 717583317

envirowindow
Proud members of Checkatrade.com Where reputation matters
dgcos FOUNDING MEMBER
assure Certified Installer