

Making a Complaint:

At Masterfitter Windows, we aim to provide the highest standards of service. However, there may be occasions when a customer feels that we have failed to meet their expectations. We want the opportunity to put things right for our customer as quickly as we can and take steps, where appropriate, to make sure that any mistakes don't happen again.

Complaints Procedure:

If at any time a customer has cause for complaint, the first step is to contact the Office Manager, Installations Manager or Operations Manager, by telephone, or in writing. We will acknowledge the complaint immediately by telephone and in writing within five working days of receipt. We will provide a detailed response within 10 working days of the acknowledgement.

Some complaints may take longer to process, but we will keep the customer informed with reasons for the delay and revised time scales.

We will aim to resolve the complaint at this initial stage, and we hope there will be no need to progress beyond this first step. However, if the customer remains unhappy, we want them to let us know so that their complaint can proceed quickly to the next stage.

If the customer remains unhappy with the response provided, they can ask for their complaint to be reviewed by the Managing Director. The MD and his Management Team will take an executive review and look at any additional concerns they have and a response will be provided using the same timescales as above. We treat complaints seriously, and we expect that this final stage will bring the matter to a satisfactory conclusion.

We appreciate feedback and are committed to resolving all complaints quickly and fairly.

All staff have received internal training on how to deal with a complaint.

After following the procedure set out above and you believe a satisfactory resolution has not been reached you can request that the case be looked at by TGAS [The Glazing Arbitration Service] details of which can be requested from the Office Manager.

Documentation:

A service call is recorded on our internal database under the client contract number. Details of the service call are printed and brought to the attention of the Installations Manager. The Manager will liaise with the client to arrange access for the fitter/s to return to the property and attend to the necessary work required. Once the work is complete, the form is signed by the client to confirm the work has been carried out to a satisfactory conclusion.

The Installation Manager monitors all service calls and a review is held quarterly as part of the Management Team meeting.

In the unlikely event of a catastrophic failure of a product, an emergency repair will be carried out. The Installations Manager will contact the manufacturer requesting a full investigation by their Service Engineer who will provide a written report. The failed component / product will be repaired / replaced.