

COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will 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 to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on 01608 684 607

Or write to us at: 1st Floor Briar Rose House, Malthouse Lane, Long Compton, Warwickshire, CV36 5JL

(please request proof of receipt if posting)

Or email us sales@enlightenedwindows.co.uk

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 cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact us on 0117 456 6031 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

Alternatively, as a member of the Glass and Glazing Federation, customers can use the GGF Conciliation Scheme and Arbitration Scheme by emailing conciliation@ggf.org.uk

Enlightened Windows Limited:

Sales Office: 1st Floor Briar Rose House, Malthouse Lane, Long Compton, Warwickshire, CV36 5JL. (All post to this address.)
Director: Christopher Newby. Registered in England 09667925 . 1 Pinnacle Way, Pride Park, Derby, Derbyshire, DE24 8ZS
(No deliveries to this address.)VAT REG GB 216 896573