

Our Complaints Procedure

Step-by-step 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 understand that we may not get things right.

When this happens, we want you to tell us what went wrong so we can put things right.

We want to:

- make it easy for you to tell us what went wrong;
- give your complaint the attention it deserves;
- resolve your complaint without delay; and
- Provide you with the right outcome to your complaint

How & where to complain

If you are not satisfied with any aspect of our service or products you can tell us in the following ways:

In person – call into one of our showrooms. We are open Monday to Friday from 10.00am – 5.00pm and from 10.00am – 4.00pm on Saturdays.

In writing – write to us at the address overleaf and address your letter to **The Customer Complaint Department.**

By telephone – call us FREE on 0800 111 4445 during our office hours and ask for the Complaints Department.

By email – using the email address shown overleaf.

How long will it take?

We aim to resolve your complaint straightaway but if we can't, then we will write to you within five business days to tell you:

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- who is dealing with your complaint;
- What we understand to be the reason for your complaint
- when we will contact you again.

We aim to resolve all complaints as quickly as possible but it may take longer if it is complex.

We will keep you informed on a regular basis but if you need an update, please call us FREE on 0800 111 4445 and ask to speak to the person handling your complaint.

If we cannot resolve your complaint

If we can't resolve your complaint within eight weeks, we will:

- Send you a letter explaining our reasons for the delay and an indication of when we expect to provide our final response

Written final response provided

When our investigation is concluded we will send you a written final response to your complaint

The Financial Ombudsman Service

Our aim is to resolve all complaints internally. However, if after receiving our final response letter, or if eight weeks have passed, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). Their contact details are shown overleaf.

Please note: Only complaints relating to the sale of financial services should be referred to FOS.

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Financial Ombudsman Service

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

The Financial Ombudsman Service
Exchange Tower
London, E14 9SR

Telephone: 0800 023 4567

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



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CUSTOMER COMPLAINTS

If you are not satisfied with any aspect of our service, products or relating to your finance agreement, please tell us about your complaint.

Telephone FREE: 0800 111 4445

Email: Complaints@kitchens.plus &
Complaints@windowsplusroofs.com

Address: 182 Earlsway
Team Valley Trading Estate
Gateshead
Newcastle
NE11 0RQ