



## Complaints Policy

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

To ensure I am able to put things right as soon as I can, please read my complaints procedure below and I 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 my usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact me as soon as you can in order that I can rectify any problems as soon as possible. Either call me on 01482 868536 / 07515 950389, or write to me at Richard Eade t/a Window and Door Repair Centre, 30 Ashendon Drive, Hull HU8 8DY, or email me at [info@windowanddoorrepaircentre.co.uk](mailto:info>windowanddoorrepaircentre.co.uk) and I aim to respond within 5 days of receiving your complaint and where possible, will provide you with a date to remedy any issue raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on 0333 241 3209.

Kind Regards

Richard Eade

Window and Door Repair Centre