

Your Local Company

# Trade 2 Trade Windows Limited

Unit 12 Victory Park, Trident Close, Medway City Estate, Rochester, Kent, ME2 4ER

Email: [info@t2twindows.com](mailto:info@t2twindows.com) Web: [www.t2twindows.com](http://www.t2twindows.com)

Phone: 01634 730053 Fax: 01634 713026

## Complaints Handling Policy

At Trade 2 Trade we are committed to providing a high quality, professional, caring and courteous service to all our customers.

If you feel we have not lived up to this promise or if you feel that we can improve on our existing services, then we would like to hear from you so we can take the necessary steps to improve our standards.

If you have a comment to make regarding our service, you can express your comments at the bottom of the fit report issued for you sign once your work has been completed. Alternatively, you can write to or email the Office Manager at the address above. Your comment is important to us and you will receive a written response.

### What will happen when you make a complaint?

While we work hard to provide a high quality service to our customers, we are aware that sometimes you may feel you did not receive as good a service from Trade 2 Trade Windows as you expected. As a result, and keeping with our standards, we have in place a Customer Complaints Procedure.

### Our Standards for dealing with complaints

- We will treat our complaint properly, fairly and impartially.
- We promise that making a complaint will have no implications on your dealings with our company.
- We will apologise for any mistake, explain what happened and put it right wherever possible.
- We will change the way we do things to avoid making the same mistake in the future.

**Company No. 07044913 Vat No. 988 9860 20**

Trade2trade Windows LTD are Authorised and Regulated by the Financial Conduct Authority

Registered address 603-605 Cranbrook Road, Ilford, Essex, IG2 6SU



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## Complaints Procedure

### Stage One

If you are unhappy with the level of service you have received, please express your concerns to the person with whom you are dealing with who will try to help. Alternatively, please ask to speak to a manager who will also try to help and resolve all difficulties as quickly and efficiently as possible.

### Stage Two

If the first response is not satisfactory, you can write or email the office manager. We will investigate further and you will receive a response within 10 working days from when we receive your letter or email enclosing a copy of this complaint procedure. We will also tell you the name of the manager of the department if you want to take your complaint further.

### Stage Three

If the second response is not satisfactory, you can then write to or email the General Manager of the company. The General Manager will look into your case and make a detailed investigation. You will receive a response within 10 working days from when we receive your letter or email.

If you are still dissatisfied having followed all the stages of our internal complaints procedure, you may apply to Certass Limited for an independent investigation of your complaint. Please write to the following address or use the telephone or email details below:

Certass Limited  
37 Carrick Street  
Ayr  
KA7 1NS

Telephone Number 01292-292-099

Fax Number: 01415555977

Email: [info@certass.co.uk](mailto:info@certass.co.uk)

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