

CONCEPT

WINDOWS • CONSERVATORIES • ROOFLINE



Established 1987

CONCEPT HOUSE

Billet Lane
Hornchurch
Essex, RM11 1XP

Tel: 01708 463563

Fax: 01708 471503

Email: info@conceptwindows.co.uk

Web: www.conceptwindows.co.uk

Concept Windows & Conservatories Complaints Policy



Concept Windows & Conservatories always endeavours to provide the best service. However, on rare occasions there may be times where a customer may not be completely satisfied.

To ensure Concept can put things right for you, as soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out based on the contract terms and to the high standards the business aims to achieve.

Please contact Concept straight away with any concerns either by phone, email or write to us. If writing, get proof of posting.

Concept Windows & Conservatories
Concept House, Billet Lane, Hornchurch, RM11 1XP
01708 463563
installation@conceptwindows.co.uk

Business Complaint Procedure

On receipt of your complaint Concept aims to respond within 5 days.

Concept will arrange a convenient date to come and view and/or remedy the situation within 28 days.

In the unlikely event Concept are unable to resolve your complaint having exhausted the complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

Concept has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

SHOWROOMS: HORNCHURCH • EDGWARE

Concept Home Improvements Ltd
Reg. No. 4469491 England VAT No : 796279953

