



Secure Windows

Upvc | Aluminium | Windows | Doors | Bifolds | Conservatories

COMPLAINTS PROCEDURE

Here at Secure Windows, we provide expert and professional installations for all our clients. However, in the very rare case something goes wrong, we want to make sure you are fully covered.

If your complaint is something that can be resolved easily with a visit to site, such as an installation or product problem, please call the office and ask for a service call.

If however your complaint is of a more serious nature, please write to us with the details of your complaint and we will carefully consider it. If you have not heard from us within two weeks, then you may pass your complaint to [FENSA](#) whose address is available on their website or TGAS the glass & glazing arbitration scheme.

OUR COMPLAINTS PROCEDURE

- You will receive a letter which acknowledges the receipt of your complaint. We will send out a letter within three working days of receiving your complaint
- Your complaint will be investigated and passed on to Sean Highsted, where your complaint will be reviewed.
- We will aim to resolve your complaint and will contact you within five working days of the acknowledgement letter being sent.
- I will write to you directly, confirming the agreed solutions. If you are not satisfied with the offered solutions, then we will arrange a convenient time to meet with you to discuss your complaint.

At Secure Windows we are committed to providing you with an excellent customer service.

Yours Sincerely

Sean Highsted
Director



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