**Complaints Procedure Document**

ENTERED INTO BY: LEVICK & JENKIN LTD

**Complaints Policy**

Levick & Jenkin Ltd is committed to providing the highest quality window and/or door installation service to all of our customers. When something goes wrong, we need you to tell us about it. This will help us improve our standard of service.

If you have a complaint of any kind, please contact us with the details ideally in writing.

**Complaints Process**

1. We will send you as letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this Complaints Procedure Document.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Commercial Manager, who will review your complaint and speak to the team that worked on your installation.
3. The Commercial Manager will then arrange a visit to your home – or the premises where the installation was undertaken, if different to your home – to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within five days of the visit, the Commercial Manager will write to you to confirm what took place and any solutions that were agreed with you.
5. If you do not want this visit, or it is not possible, the Commercial Manager will send you a detailed written reply to your complaint, including suggestions for resolving the matter within 21 days of sending you the acknowledgement letter.
6. A complaint will be considered ‘closed’ if you write to accept the findings of our response or fail to respond within six weeks of receiving the communications from Levick & Jenkin Ltd detailed in points 4 or 5 above.