

# ULTIMATE

WINDOW SYSTEMS LIMITED

EST 1988

*The Difference is Clear!*



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## Complaints Procedure

### 1. Introduction

**1.1 Scope** – This procedure includes all products and services provided by Ultimate Window Systems Ltd directly or indirectly through contractors appointed by Ultimate Window Systems Ltd to carry out a service for them.

**1.2 Application** – It applies to all managers and employees of Ultimate Window Systems Ltd and its appointed installers.

**1.3** Ultimate Window Systems Ltd procedure is intended to override all external complaints procedure. This includes notification and investigation processes used by any qualification awarding body.

**1.4** It is not intended to preclude such bodies (i.e. GGF) from becoming involved in exchanges of correspondence or verbal discussion where such action is considered by Ultimate Window Systems Ltd to be materially relevant to any investigation into a complaint and its outcome.

**1.5 Publication** – This procedure will be published on Ultimate Window Systems Ltd's website and is available at its office.

**1.6** The Ultimate Window Systems Ltd Complaints Procedure is a distinct, but integral part of our Customer Care Policy.

**1.7** This Complaints Procedure sets out the stages and timescales involved in handling any complaint.

### 2. Aim

**2.1** The procedure seeks to create a positive approach to complaints. Ultimate Window Systems Ltd likes to view them as a valued means to continuously review our products and service offered. This includes all products and services offered by Ultimate Window Systems Ltd and any appointed contractors.

**2.2** Ultimate Window Systems Ltd continues to be committed to providing a service commensurate with over 20 years experience in the home improvements industry above and beyond the requirements of the agencies we are members of.

## **3. Objectives**

**3.1** Provision of an effective means for customers to comment if they are in any way dissatisfied.

**3.2** All complaints to be dealt with in an efficient and courteous manner.

**3.3** To maintain records of complaints made so that regular reviews can be produced for internal monitoring and effecting of services and products.

**3.4** A clearly defined procedure to enable any customer to feel confident in making a complaint and the way that Ultimate Window Systems Ltd will deal with it.

**3.5** Customer Service Administrators have responsibility to ensure complaints are dealt with promptly, efficiently and in a positive manner.

**3.6** Customer Service Manager over-seeing the continued development of staff and ensuring continued improvements in the Service we offer our customers. This includes reporting to colleagues at monthly meetings and reporting any areas of concern for discussion and approval of any suggested improvements.

**3.7** The overall benefits of our complaints procedure are:

- Clear instruction as to how to make a complaint
- What will happen on receipt of a complaint
- What Ultimate Window Systems Ltd's valued customers can expect to happen as a result of a complaint
- What they should do if they are not happy with Ultimate Window Systems Ltd's response.

## **4. Definition**

**4.1** For the purpose of this procedure a complaint is defined as:

An expression of dissatisfaction by one or more of Ultimate Window Systems Ltd's customers about a lack of action on the part of Ultimate Window Systems Ltd's employees or subcontractors, or about the standard of product or service they have received from Ultimate Window Systems Ltd or its contractors.

**4.2** It is for the customer to decide whether they are expressing dissatisfaction or not. If they are this is classified as a complaint. Some important things to remember are: Reporting a fault or a problem is not necessarily a complaint. This would be considered a request for service. We have a separate procedure for this.

An example of such a fault would be an opening sash on a window not closing correctly. It is understood that in most cases a customer will accept that through use a fault can occur which their guarantee will cover.

**4.3** Complaints can be made to Ultimate Window Systems Ltd using various methods available to them dependant on preference and circumstance. Complaints can be made in writing via e-mail, fax or letter or a visit to Ultimate Window Systems Ltd's office.

## **5. Who can complain?**

**5.1** For the purpose of this procedure a Customer is a Direct Retail Customer of Ultimate Window Systems Ltd or a Developer, Social or Private Landlord. A unique contract reference is issued to Ultimate Window Systems Ltd's customers on confirmation of their contract and should be quoted in all communications (A person who is in receipt of our product or services via a Social or Private Landlord or developer should report any fault or complaint through them using their own complaints procedure).

**5.2** Any customer or someone acting with their authority can use this complaints procedure.

**5.3** Anonymous complaints received by any means mentioned in this procedure will be acted upon at the discretion of Ultimate Window Systems Ltd's Managers with Directors approval.

**5.4** A member of the public who has been directly or indirectly affected by the actions or lack of action by a Ultimate Window Systems Ltd Employee, or Appointed Contractor.

## **6. Equal Opportunities**

All complaints are dealt with equality in line with our equal opportunities policy available on request from our Head Office.

## **7. Consumer Rights**

Our Complaints procedure does not affect a customer's statutory rights as a consumer.

## **8. How to Complain**

**8.1** A customer or their representative (with their specific authority) wishing to make a complaint can do so in person or in writing, (by e-mail, letter or fax). Wherever possible a customer should address it to the department the complaint is in reference to or our Customer Service Manager. Our Chairman, Managing Director, or any other member of the Board will acknowledge and ensure complaints addressed to them are dealt with using the same procedure.

**8.2** A customer who wishes to complain in person can do this by reporting to reception at Ultimate Window Systems Ltd's Office. Wherever possible an immediate informal investigation will be made. The complainant is not guaranteed an interview with any Board Member or Customer Service Manager on their initial visit.

**8.3** A complaint can be made in writing by letter, fax or e-mail to our Office.

**8.4** A member of the public who wishes to make a complaint about any action or lack thereof by Ultimate Window Systems Ltd, its employees or contractors should follow the same procedure 8.1-8.4.

## 9. How Complaints are handled

### 9.1 Receipt and acknowledgement of complaints (Stage 1 - Informal):

Complaints received by any of the methods under subheading 8 will be acknowledged in writing within 5 working days. This acknowledgement will include information as to which department or employee will be dealing with the complaint. This is Stage 1.

All complaints are recorded and where possible a digital copy attached to our company database on the customer's unique record. Complaints received from a member of the public are kept and reviewed using a system of internal forms updating progress with the complaint.

An attempt will be made to deal with complaints at this stage, coming to a quick, informal and mutually agreeable resolution by an appropriate manager or employee within the department concerned.

### 9.2 Stage 2 – Formal Investigation

If a complaint has not been resolved or the complainant is still dissatisfied following Stage 1 it will be investigated formally.

The Customer Service Manager will make further investigations with the department involved and will aim to acknowledge this in writing within a further 5 working days. The aim, wherever possible, is for a resolution and/or full response in writing within 10 working days from the previous communication.

Further verbal and written communications may follow the aforementioned 10 day period including possible site visits by appropriate managers until a mutually satisfactory resolution is reached. Records will be kept at all times during this stage on/in the customer's unique customer records.

The complainant may appeal the Customer Service Manager's decision to the Chairman; only if matters of fact have been wrongly interpreted or they feel the resolution is unjust.

### 9.3 Stage 3 - Ensuring Resolution

If the complainant still remains dissatisfied following Stage 2 Ultimate Window Systems Ltd may look to involve the GGF's conciliation service. This is a free service provided to members and its customers. In the event we choose to move in this direction the results and communications and any records of appointments etc between the complainant and Ultimate Window Systems Ltd will be forwarded to the GGF so that they are made fully aware of the history of said complaint.

GGF will advise Ultimate Window Systems Ltd and the complainant independently but coordinate to ensure that a complaint is satisfied with a mutually agreeable resolution.