

Complaint Procedure

**How we deal with your enquiries and complaints**

Custom Glazes aim is to always provide a high quality service for all our customers but we recognise that occasional thing unfortunately go wrong.

We hope to resolve any complaint promptly.

Custom Glaze will always endeavour to comply fully with the terms and conditions of our contractual agreement.

When the work is scheduled you are provided with a point of contact for your installation you should contact this person in the first instance should you have a complaint (Via telephone, letter, e-mail or fax)

On receipt of you complaint the matters raised will be investigated and may be passed to a different department to address the issues.

**Action from Custom Glaze**

* Investigate the issues raised and instigate remedial action.
* Inform you of the action we will take to resolve the issue.
* Maintain contact until the contract is complete
* We aim to resolve issues with the upmost efficiency and speed.

**Contact details**

Custom Glaze Installation and Service departments are open Monday to Thursday 09.00 -17.00, Fridays 09.00-16.00 and can be contacted as follows:

Custom Glaze

Unit 8 Denbigh Hall Industrial Estate

Bletchley

Milton Keynes

MK3 7QT

Telephone: 01908 647770

Fax: 01908 644499

E-mail: [service@customglaze.co.uk](mailto:service@customglaze.co.uk)

In the unlikely event we are unable to resolve your complaint having exhausted our 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.

We have access to an Ombudsman service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Trader endorsement. If you choose to you can refer your complaint to the Dispute Resolution Ombudsmen. Before they can deal with your complaint you will need to contact Which? Trusted Traders on 0117 456 6031 who can explain the ombudsmen services.