

# **CARTER GLASS Ltd – Complaints Procedure**

## **Complaints Procedure:**

### **1. Summary**

This procedure outlines the procedures followed by CARTER GLASS Ltd in the event that CARTER GLASS Ltd should receive a complaint from a customer, either in writing or by telephone, relating to works that have either been completed or are in the process of being carried out by CARTER GLASS Ltd or by agents/subcontractors working on the behalf of CARTER GLASS Ltd.

### **2. Terms/Definitions**

**Complaints Register** – Folder (either written or computer-based) in which customer complaints are documented. Full details of the Complaints Register are given in section 3.2 below.

**Complaints Manager** – Point of contact for resolving and administrating customer complaints. The appointed Complaints Manager for CARTER GLASS Ltd is Bruce Williams.

### **3. Initial contact**

#### **3.1. Recorded in Complaints Register**

Immediately following the receipt of a complaint from a customer, the complaint is logged in the Complaints Register. The Complaints Register is a folder set up for the express purposes of keeping an accurate and chronological record of any and all complaints received and all relating correspondence/communications that have taken place between CARTER GLASS Ltd and the client including any actions taken by CARTER GLASS Ltd to resolve the issues concerned and the outcome of said actions.

The Complaints Register incorporates the following elements:

- Full complainant name, address and telephone number.
- Brief summary of nature of complaint usually one-two words (workmanship, conduct, time taken etc)
- Contract reference number

#### **3.2 Response**

Once a complaint has been received and logged within the complaints register, it is the responsibility of the Complaints Manager to contact the complainant within 24 hours to discuss the issues raised.

This initial contact will be attempted by telephone, however should it not be possible to speak directly to the complainant via this method then a message will be left (should a messaging service be available) and a letter of acknowledgement despatched to the complainant's address.

If the complainant is reached at this point of initial contact, the Complaints Manager will first apologise for the issues raised and will attempt to discuss the particulars of the complaint, including any potential resolution of the problems.

It is hoped that most complaints can be resolved at this point of initial contact – the complaint is discussed and actions are proposed by the Complaints Manager intended to resolve the complaints to the customer's satisfaction. These actions are also verified in writing to the complainant.

All contact is documented and dated within the Complaints Register.

#### **4. Resolution**

As previously stated, it is hoped that the initial communication and subsequent resolution action outlined in agreement with the complainant is sufficient to resolve the complaint. If the complaint related to physical aspects of the installation (e.g. workmanship, mess left on site etc.) then a date/time will have been agreed with the homeowner for the rectification actions to take place.

In the 24 hours following the rectification work, the Complaints Manager will contact the complainant to discuss the resolution and ensure that the complaint has been resolved to the complainant's satisfaction. If the complainant agrees that the issues raised have been resolved, then the complaint is closed.

If the complainant is still not satisfied then it will be necessary to escalate the complaint.

#### **5. Escalation – further resolution**

In the event that the proposed resolution does not satisfy the complainant, then it will be necessary for the Complaints Manager to escalate the complaint. The complainant will be invited to submit their grievances in writing so they can be addressed in more detail.

Once the Complaints Manager has fully reviewed all aspects of the complaint, contact will once again be made with the complainant to discuss ways of moving forward with the complaint. The Complaints Manager will propose further actions to resolve the complaint which the Complaints Manager feels is appropriate and in keeping with the extent of the complaint and any culpability on the part of CARTER GLASS Ltd.

If the actions proposed by the Complaints Manager are agreed by the complainant, this will once again be confirmed in writing and documented in the Complaints Register.

If the complainant is not happy with the actions proposed by the Complaints Manager and/or the Complaints Manager feels that the complainant is being unreasonable in their demands, then it will be necessary for the complaint to be escalated for the attention of an independent industry arbitrator such as Fensa.

**Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website**

**<http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>**