

It's good
to hear
from you.

complaints procedures

MitchellGlass
SUPERIOR HOME LIVING SINCE 1875

Your feedback matters to us.

The information we hope you never need

We hope that this information is never required. That's our very clear objective with every Mitchell Glass customer. But of course, it's important that we make provision for the unthinkable and create a complaints procedure that's clear, fair and timely.

Complaints are exceptionally important to us, we treat them not as distractions or inconveniences, but as opportunities to learn and to make things better. That's why, if you're not happy with anything at all about our products or service, we really do want to know about it.

How to make a complaint

If you do wish to get in touch with us regarding a complaint, then it's totally up to you how you do it. We make provision to capture complaints no matter how they might arrive.

Below is further information regarding how to get in touch should you wish to make a complaint.

- **In Person** Currie Road Galashiels Scotland TD1 2BP
We are open:
Monday to Friday 8.00am - 5.00pm
Saturday 9.00am - 12.00pm
- **In Writing** Write to us at the above address, letter addressed to
The Complaints Department
- **By Telephone** 0800 220 415
- **Our Website** www.mitchellglass.co.uk/customer-care

How it all works from there

Clearly, we'll try and resolve things straight away, we'll do everything we can in fact, but on occasion this just isn't possible as a bit of work has to go on behind the scenes to investigate exactly what's happened, so we can work out how to put it right. Where this is the case, here's how things will work:

Step 1 - acknowledgement

We'll acknowledge your complaint within 5 working days, either by email or by letter. We'll tell you the reason why we couldn't resolve it straight away, who is in charge of dealing with your complaint (your case manager) and how to contact them if you need to.

Step 2 – complaint investigation

As we investigate your complaint, we'll update you every week regarding progress and the next step in the process. Even if there's nothing further to report, you'll have the peace of mind that we're on top of it.

Step 3 – decision

We'll aim to reach a decision regarding how to proceed regarding your complaint within 2 weeks of it being made. Rest assured that we'll always tell you if there's going to be a delay beyond this date. Decisions are always confirmed in writing to you.

Step 4 – action

We'll aim to resolve your complaint within 8 weeks of it being made as an absolute maximum. Rest assured that we'll always tell you if there's going to be a delay beyond this date.

Step 5 – referral

Where we can't reach an agreement together, when appropriate we'll provide you with the relevant information for the Financial Ombudsman Service or the GGF – whichever organisation is most relevant. This is a last resort though and clearly we hope that things never reach this stage.

Financial Ombudsman Service

The Financial Ombudsman Service is there to help consumers with complaints which relate to the sale of financial services. If your complaint is of this nature, you may have the right to refer your complaint to them. Their contact details are below.

The Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London
E14 9SR

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Further helpful information can be obtained from visiting the Financial Ombudsman Service website at www.financial-ombudsman.org.uk

It's important to note that if you want the Financial Ombudsman Service to look into your complaint you must contact them within six months of the date of our final decision letter.

The Glass and Glazing Federation

If your complaint relates to products that have not been purchased through our credit brokerage services then you would be entitled to complain to the Glass and Glazing Federation (GGF) at the following address:

The Glass and Glazing Federation

44-48 Borough High Street
London SE1 1XB

Telephone: 0870 042 4255

Email: info@ggf.org.uk

If you need anything further

If you have any further queries regarding our complaints procedure then please telephone 0800 220 415, we'll be happy to help.