

COMPLAINTS PROCEDURE

BW Windows Limited
5 Standen Close
Rainham
Kent
ME8 8RN

Complaints Policy

BW Windows Limited is committed to providing the best possible service to all our customers. However, we realise that sometimes things can go wrong and if they do, we would like you to tell us about it, so that we can put things right as quickly as possible.

If you have a complaint, please contact us with the details, you can do this in the following ways;

You can call us on: 07704 979705

Or you can email us at: info@bw-windows.com

Or alternatively, you can write to us at: Customer Service, 5 Standen Close, Rainham, Kent, ME8 8RN

Complaints Process

1. We will then investigate your complaint. This will normally involve passing your complaint to one of our Contracts Managers, who will review your complaint and speak to the team that worked on your installation.
2. For complaints that are easy to resolve, we will call you to discuss the matter and arrange for our staff to attend and carry out any necessary remedial work.
3. For more complex complaints, it may take up to 7 working days to advise you how we intend to put things right. Complaints of a more complicated nature may take longer to resolve, but we will keep you informed as the matter progresses.
4. A member of staff will let you know when the necessary work has been completed and hopefully we will agree that the matter has been resolved to your satisfaction.
5. In the unlikely event that you are still not satisfied that the complaint has been resolved, you can contact FENSA. They will then try and mediate a solution if your complaint concerns the installations compliance.
6. If the FENSA conciliation process fails to resolve your complaint, it may be referred to the Glazing Arbitration Scheme (TGAS) www.tgas.org.uk, which is administered by the Centre for Effective Dispute Resolution (CEDR). They provide a low-cost and independent service to consumers aiming to reach resolution of unresolved disputes in full and final settlement.