

## Complaints Procedure

How we deal with your enquiries and complaints.

Our aim is to always provide a high quality service for all our customers but we recognise that things unfortunately do go wrong occasionally.

We take all complaints we receive seriously and aim to resolve all our customers' problems promptly (within the terms of current regulations and product availability).

We recommend that the sooner you bring any concerns to our attention the sooner we can resolve it.

On receipt of your complaint (whether received by telephone, letter, email or fax) the matters raised will be investigated by us.

### The complaints handling procedure

Action we will take:

Acknowledge your complaint promptly.

Advise you clearly who is investigating your complaint and provide you with a contact address and telephone number.

Carry out a thorough investigation into the matters you have raised and investigate action.

Ensure that all correspondence is in clear English.

Maintain contact until completion of our contractual agreement.

We aim to resolve all issues (as per our terms and conditions) within 6 weeks.

Complaint Handling Procedure Contact Details:

Sash Factory Ltd  
35 Southcroft Road  
SW17 9TA  
London

Telephone/fax: 020 8767 7289

Email: [office@sashfactory.com](mailto:office@sashfactory.com)

In the unlikely event that you are not satisfied with our response you may be entitled to refer your complaint to Fensa Limited, at the following address:

Fensa Limited  
54 Ayres Street  
London  
SE1 1EU

Telephone: 020 7645 3700