

**CARA GLASS LTD**

**COMPLAINTS AND FINANCIAL COMPLAINTS POLICY**

**This Policy**

This policy explains how:

- you, the customers, can raise a complaint about our goods and services; and

- how we will deal with complaints.

We will always aim to provide high-quality goods and services and to provide a high standard of customer care. We recognise however that sometimes we may not get things right. It is therefore important that you can raise any issues or complaints with us.

THERE IS NO CHARGE INVOVLED IN MAKING A COMPLAINT

 **How to Make a Complaint**

If you would like to make a complaint, you can do so via any of the following methods:

**Telephone**

You can complain via telephone on: *01722 744424*

**Email**

You can complain via email to: *info@caraglass.com*

**Letter**

You can complain via letter by sending this to:

*Simon Futcher (Business Manager)
Cara Glass Ltd
Unit 3 Wilton Business Centre
Kingsway
Wilton
Salisbury
Wiltshire
SP2 0AH*

**Information**

Please include the following information in your complaint:

- Your full name

- Your contact details (telephone and email)

- The fact that you are raising a complaint

- Any relevant dates and times which are relevant to your complaint

- The type of goods or services we have provided to you

- Any order or reference numbers we have provided to you

- A key summary of the problem or problems you have experienced and why the goods or services were not satisfactory.

 **What to Expect**

Complaints will be processed and looked at during our business hours which are:

Monday to Friday 8.30am - 5pm

Complaints will be dealt with by our complaints manager - Simon Futcher (Business Manager)

**Acknowledgement**

We will acknowledge your complaint within **2 business days** of our receipt of it.

**Investigation**

Our complaints manager will then conduct a thorough investigation into your complaint. Our complaints manager may need to contact you to obtain further details during the investigation or arrange a suitable date to visit the property to see the contract.

**Response**

A response to your complaint will ordinarily be provided to you via phone and/or by email.

Once we have acknowledged our complaint, our complaints manager will ordinarily provide the full response within **14 business days**. Sometimes, the investigation may take longer if we need to involve a supplier or fabricator. If this is the case our complaints manager will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Our complaints manager may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund

- A partial refund

- Replacement goods

- Provision of the services again

We will offer the solution which our complaints manager judges is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If our complaints manager does not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

 **Other Options**

We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

**Ombudsman**

The following ombudsman scheme can assist in resolving disputes about our goods and services: **THE GLAZING ARBITRATION SCHEME**

If you are not content with our response, you can provide a letter confirming that we have reached a position of deadlock so that your complaint can be considered by the ombudsman. Furthermore, if the complaint has not been resolved or you have not heard from us within **8 weeks**, you will also have the right to refer the complaint to the ombudsman.

Following any deadlock letter or after the above period of time has elapsed, you will have a period of **2 months** to refer the matter to the ombudsman.

Details about the ombudsman, including further information about the time limits and requirements, can be found on the website of THE GLAZING ARBITRATION SCHEME.

**Professional Body**

We are a member of **FENSA**

Details about this body can be found on the FENSA website.

We adhere to the relevant guidelines and code of conduct prescribed by the above body. You can contact this body about any complaint should you deem this appropriate.

This body also offers an Alternative Dispute Resolution scheme, which offers a method of resolving disputes outside of court. Details about this can also be found on the FENSA website.

**Legal Claims**

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.

**Financial Complaints**

If you have a compliant which we believe is against a 3rd party (such as a lender), we will:

– Respond to you within 2 days and explain to why the complaints has been handed to the 3rd party.

– Provide the name and contact details of the 3rd party business.

We will co-operate fully with the Financial Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman.

How Long You Have to Complain to the Financial Ombudsman Service

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was because of exceptional circumstances.

**Contact:**

|  |
| --- |
| The Financial Ombudsman Service, Exchange Tower, London E14 9SR |
|  Tel:  0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad) |
|  Email:  complaint.info@financial-ombudsman.org.uk |
| For further information visit:  [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  |