



## **Complaints Policy and Procedure**

### **Our aim:**

MPN UPVC windows, doors and conservatories installations Ltd is committed to providing a quality service for its customers and partners working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and partners, and in particular by responding positively to complaints, and do our best to respond as quickly as possible and put matters right if we can.

### **Therefore we aim to ensure that:**

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

### **We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:**

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed

MPN UPVC windows, doors and conservatories installations Ltd defines a complaint as 'any expression of dissatisfaction (with MPN UPVC windows, doors and conservatories installations Ltd, with a member of staff, or with a business partner) that relates to MPN UPVC windows, doors and conservatories installations Ltd and that requires a formal response'.

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The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**MPN UPVC windows, doors and conservatories installations ltd responsibility will be to:**

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

**A complainant's responsibility is to:**

- Bring their complaint, in writing, to MPN UPVC windows, doors and conservatories installations ltd attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in MPN UPVC windows, doors and conservatories installations ltd;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow MPN UPVC windows, doors and conservatories installations ltd a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond MPN UPVC windows, doors and conservatories installations ltd control.

**Responsibility for Action:** All Staff of MPN UPVC windows, doors and conservatories installations ltd.

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and MPN UPVC windows, doors and conservatories installations ltd maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** MPN UPVC windows, doors and conservatories installations ltd will produce annually an anonymized report of complaints made and their resolution.

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## **Formal Complaints Procedure**

### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write or email to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns a member of MPN UPVC windows, doors and conservatories installations ltd, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 5 working days of receipt.

You should get a response and an explanation within 28 working days.

You can contact us to complain by calling 0800 158 8800 or email [sales@mpnwindows.com](mailto:sales@mpnwindows.com) or in writing to:

Unit 5, Glyncorwg Industrial estate, Glyncorwg, SA13 3EA.

### **Final Stage**

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 us on 0117 981 2929 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

### **If it is a financial matter that has been disputed:**

#### **Financial Ombudsman Service**

The Financial Ombudsman Service provides a free, independent service for clients to solve disputes with not for profit debt advice providers.

The Financial Ombudsman Service will only step in once a company has had the opportunity to investigate matters, so please contact us first.

If you are not satisfied with the our final response or if eight weeks have passed since you first let us know about your concerns, you can ask the Financial Ombudsman to review your complaint. You must do this within 6-months of the date of our final response letter.

#### **Contact the Financial Ombudsman Service**

By post:

Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

By phone:

0800 0 234 567 – free for people phoning from a ‘fixed’ line (e.g. a landline at home)  
0300 123 9 123 – free for mobile phone users who pay a monthly charge for calls to numbers starting 01 and 02.

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By email:

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



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