

# PROLUX

## CUSTOMER COMPLAINT PROCEDURE

Entered into by: Prolux Systems Ltd

Review Date: 01/12/2022

### Complaints Policy

Prolux Systems Ltd wants you to be satisfied with the installation of your new windows and doors. We aim to provide the highest quality installation but, when something does go wrong, we need to know about it so that we can put it right and improve our standard of service.

If you wish to make a complaint, please contact us, in writing, as soon as possible. We are a member of Fensa and the GGF so, if you wish to escalate your complaint, you can do so in writing. These companies are impartial so will make a decision based on the facts provided to them.

### Complaint Handling Process

- Once we have received your complaint we will notify you, in writing, within 7 days. We will also include a copy of this complaint procedure document.
- We will then investigate the details of your complaint. This will normally involve the Company Manager speaking with the surveyor and installation team who worked on your project.
- If necessary, the Company Manager will arrange a site visit with you to discuss and, hopefully, resolve your complaint. This will be done within 14 days of writing to you, acknowledging your complaint.
- Within 7 days of the site visit, the Company Manager will write to you to confirm the discussion had on site and details of any solutions agreed between you.
- If you do not want this visit, or for whatever reason it is not possible, the Company Manager will send you a detailed, written, reply, including any suggestions for a possible resolution within 21 days of the acknowledgement letter.

- A complaint will be considered “closed” if you accept our response letter or fail to respond to us within 8 weeks of receiving communications from Prolux Systems Ltd, detailed in the points above.

### The Financial Ombudsman Service

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the “eight-week rule”), you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

**Please note:** Only complaints relating to the sale of financial services should be referred to FOS.

#### **Financial Ombudsman Service can be contacted in writing:**

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 +44 20 7964 0500 (if calling from abroad)

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

Further information can be obtained from the Financial Ombudsman Service’s website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



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Email: [info@prolux-systems.co.uk](mailto:info@prolux-systems.co.uk)

Kieron Shepherd – Director