



ABi Garage Doors Ltd Complaints Procedure

Here at ABi Garage Doors we take great pride in the level of our customer service and quality of our workmanship. We believe that our customer service should be of the same standard that we would expect to receive as customers ourselves. We understand, however, that there may be an occasion when you are not happy with the service that you have received or the quality of our work.

This document formally sets out our procedure for addressing and rectifying any concerns or aspects of our work that you may not be totally happy with.

Who we are

ABi Garage Doors Ltd

159 – 163 Buslingthorpe Lane. Leeds. LS7 2DQ

Registered in England and Wales. No. 02441095. VAT number 545 4204 60

Tel. **0113 2629979**

Fax. **0113 2621936**

Email. info@abigaragedoors.co.uk

Stage one: Contact our office staff

If you are unhappy with any aspect of your experience as a customer of ABi Garage doors we would recommend that your first point of contact would be to talk to a member of our office staff who will try to resolve any issues with you directly, or will put you in touch with someone who can help.

Stage two: Review by office staff

If you are not happy with the outcome of any discussions with a member of our team or you wish to make a formal complaint you can inform us in writing by post or email.

We will acknowledge your complaint within three working days and carry out a full investigation into the circumstances surrounding it. The complaint will be recorded and the records of your complaint will be examined to check that proper procedures were followed and the best advice given. The target time for responding in full to a complaint is 10 working days, though, if the issue is complicated, any delay will be fully explained.

Stage three: Review by the Managing Director

If you do not feel comfortable contacting a member of our office staff or are unhappy with the outcome or progress of your complaint, then you can contact the Managing Director.

The Managing Director will undertake a full review of your complaint and carry out a full investigation into the circumstances surrounding it. The complaint will be recorded.

The target time for the Managing Director responding in full to a complaint is 10 working days, though, if the issue is complicated, any delay will be fully explained.

Stage four: Independent review

Ultimately our aim is always to achieve resolution at the earliest stage possible.

If your complaint is upheld, you will receive a full apology and, where appropriate, be given details of any action that the company was or is able to take to retrieve the situation or at least put things right for the future. Any remedial works will be completed within 8 weeks of a customer agreement unless the issue is due to a fault, manufacturing defect or damage to a product supplied by a manufacturer, in which case we may have to order new parts or products which will be subject to the manufacturer's delivery schedule.

In the unlikely event the business is unable to resolve your complaint having exhausted the business complaints procedure, it may be necessary to use another complaint service. Where the business cannot resolve the complaint to your satisfaction and/or agree to the final resolution requests confirmed to us; and both parties agree a 'deadlock' has been reached, you can then escalate your complaint.

The business has access to an Alternative Dispute Resolution (ADR) service for our domestic installation, service, repair and maintenance contracts as part of the Which? Trusted Traders Endorsement. If you choose to you can refer your complaint to Which? Trusted Traders' Alternative Dispute Resolution. You will need to contact Which? Trusted Traders on 02922 670 040 who can explain if you are eligible to use their Alternative Dispute Resolution.

If your complaint relates to your finance agreement

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider Novuna. Novuna will acknowledge your complaint and investigate it thoroughly and issue their response within eight weeks.

What to do if you can't reach an agreement

If you are not satisfied with Novuna's response to your complaint relating to the finance agreement, you may be able to refer the matter to the Financial Ombudsman Service. You must contact them within six months of the date of Novuna's final response letter to you. They can be contacted in the following ways:

- Write: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR**
- Telephone: **0300 123 9 123**
- E-mail: complaint.info@financial-ombudsman.org.uk

Further details can be found on the Financial Ombudsman Service website: www.financial-ombudsman.org.uk