

Thermal Home Improvements Ltd Complaints Procedure

Our Commitment to customer complaints:

We are committed to providing high quality products and services for all our customers. Of Course, as Windows, Doors, Porches, Fascia soffits and gutters , Driveways , Artificial Grass , Extensions , Conservatoires , Kitchens and Bathrooms into properties of all types and ages can be complicated , we recognise that, very occasionally, things can go wrong.

If you have a query or complaint, we want to know as soon as possible to help us put things right promptly. Just contact our Customer Care Team with your details and a description of your problem.

Call us: 0151 709 2883 (Monday to Friday 10:00am – 17:00pm)

Email us: t-h-iservice@hotmail.com

Write to us: Thermal Home Improvements (Customer services)

35 -37 Bold Street, Liverpool, L1 4DN

Thermal Home Improvements Limited 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 Thermal Home Improvements Limited attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of staff in Thermal Home Improvements
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Thermal Home Improvements Limited a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond Thermal Home Improvements control.
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Responsibility for Action: All Staff of Thermal Home Improvements.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Thermal Home Improvements 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.

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 Thermal Home Improvements Limited staff, 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 0151 709-2883 or email t-h-i@live.co.uk or in writing to:

35-37 Bold Street, Liverpool, L1 4DN.

Final Stage

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 the bureau has had the opportunity to investigate matters, so please contact the bureau first.

If your complaint is about debt advice or if you were seeking advice about your credit record and you are not satisfied with the bureau's final response or if eight weeks have passed since you first let the bureau know about your concerns, you can ask the Financial Ombudsman to review your complaint.

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.

By email:

complaint.info@financial-ombudsman.org.uk

Website:

www.financial-ombudsman.org.uk

