COMPLAINTS PROCEDURE

Feel Warm Glazing Ltd – July 2019

Complaints Procedure

Feel Warm Glazing Ltd
Updated July 2019

Complaints Manager contact details
Name: Ian Turley
Telephone: 01785 503 603
Address: 5 Radford Street, Stone, Staffordshire, ST15 8DA
E-mail: contact@feelwarm.co.uk

Our Procedures
Any complaint verbal or written will be referred to our complaint's manager at the earliest opportunity or to a member of the senior management if the complaints manager is unavailable. We will also

- Acknowledge the complaint in writing promptly
- Record details on the CRM system
- Make contact to seek clarification on any points where necessary
- Fully investigate the complaint
- Keep customers informed of our progress
- Discuss with the customer our findings and proposed response
- Provide clear deadlines to respond

Customers will receive contact from us advising on progress if we cannot respond immediately. We will let a customer have our final response as soon as possible and not later than eight weeks.

Complaints from our customers
Customers may express dissatisfaction to Feel Warm Glazing Ltd about the product or service. A customer may contact us directly or contact the lender who has provider the finance to purchase the goods. We will need to establish whether the complaint relates to the advice given, our service or the service or performance of the product we have provided. If unclear, this must not delay investigation and we will proceed with our own investigation. This may mean a visit to the customers property to inspect the installation or provide further information on how the product works.

The complaints manager will review this matter and provide a written explanation and any supporting information. This may include photos, checklists of remedial work required or remedial satisfaction notes.

Investigation
The complaints manager will establish the nature and scope of the complaint having due regards to the Financial Conduct Authority's direction:

- Deal with complaints promptly and fairly
- Give complainants clear replies and, where appropriate, fair redress

Complaints Procedure

Eligible Complainants
It is the firm's policy to treat all complainants the same, however, *eligible complainants* are legally defined and have additional rights in law that we must acknowledge and adhere to.

Complaints forwarding rules
The complaints manager will investigate any complaints received from their lender provider and having due regard for the Financial Conduct Authority's direction:

We will respond to the lender by acknowledging the complaint promptly

Keep the lender informed of all the correspondence between ourselves and the customer, including copies of the contract, any previous actions taken and any final response letter to the customer.

On receiving a complaint from our lender provider, we will adhere to the same timescales as with a complaint received directly from the customer.

The Financial Conduct Authority complaints rules apply to complaints:

- Made by, or on behalf of an *eligible complainant*;
- Relating to regulated activity;
- Involving an allegation that the complainant has suffered, or may suffer, financial loss, material distress or material inconvenience;

Final response
This will set out clearly the firms' decision and the reasons for it. If any compensation is offered a clear method of calculation will be shown.

The firm must include details of the Financial Ombudsman Service in the final response if dealing with an *eligible complainant* and a regulated activity, we will:

- Explain that the complainant must refer the matter to the ombudsman within six months of the date of this letter or the right to use this service is lost
- Indicate whether we consent to waive the relevant time limits.

Complaints Settled within 3 business days
Complaints that can be settled to the customer's satisfaction within 3 business days can be recorded and communicated differently.

Where we consider a complaint to be resolved to the customer's satisfaction under this section, we will promptly send a ***'Summary Resolution Communication'***, being a written communication from them which:

(1) refers to the fact that the customer has made a complaint and informs them that they now consider the complaint to have been resolved to the customers satisfaction;

(2) We will tell the customer that if they subsequently decide that they are dissatisfied with the resolution of the complaint they may be able to refer the complaint back

to us for further consideration or alternatively refer the complaint to the Financial Ombudsman Service;

(3) Provide the website address of the Financial Ombudsman Service; and

(4) Refer to the availability of further information on the website of the Financial Ombudsman Service.

In addition to sending the customer a ***Summary Resolution Communication***, we may also use other methods to communicate the information where:

(1) We consider that doing so may better meet the customer's needs; or

(2) They have already been using another method to communicate about the complaint. This may include recorded calls, emails or text messages.

Confidentiality

All complaints information will be handled sensitively, sharing only with those that need to know and by following the Data Protection GDPR rules to ensure it is stored and managed correctly.

Closing a complaint

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us or a lender and agree to be bound by any awards made by the Ombudsman. We undertake to pay promptly any fees levied by the Ombudsman.

Contact Details for the Financial Ombudsman:

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

Website: www.financial-ombudsman.org.uk