



Unit 16, Peregrine Road  
Hainault Business Park  
Essex, IG6 3XJ

0808 175 3665  
customercomplaints@eeglazing.co.uk

## Customer Complaints Process

We are committed to investigating all complaints fairly, thoroughly, and as quickly as possible.

We will acknowledge your complaint within 3 working days and aim to provide a final response within 8 weeks.

If the matter cannot be resolved immediately, we will keep you informed of progress. You may request an update at any time by contacting us.

### Handling Your Complaint

Where needed, we will take appropriate steps to resolve the issue, which may include arranging an engineer visit or providing a replacement product.

Our final response will:

- Confirm whether your complaint has been upheld
- Outline any actions taken
- Explain our decision if the complaint is not upheld

If you are raising a complaint on behalf of a customer, we will require their consent before proceeding.

### Further Review

If you are not satisfied with our response, please contact us so we can review your concerns and consider any further action.

## **Escalation**

If your complaint relates to financial services (for example, a purchase made using a finance option) and remains unresolved after 8 weeks, or you are dissatisfied with our final response, you may refer the matter to the Financial Ombudsman Service.

## **Financial Ombudsman Service**

The Financial Ombudsman Service is a free and independent body for resolving disputes.

Address: Exchange Tower, London, E14 9SR

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

Telephone: 0800 023 4567