

COMPLAINTS PROCEDURE

Pro-Fit Bespoke Windows & Doors are committed to providing the highest quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards of service.

If you have a complaint of any kind, please contact us at either of the below:

Jo.phippen@pfwindows.com

or

21 Brympton Way, Lynx West Trading Estate, Yeovil, BA20 2HP

Complaints Process

1. We will send you a letter or email acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this Complaints Procedure Document.
2. We will then investigate your complaint. This will normally be dealt with by one of our nominated staff members who will review your complaint and speak to each relevant department.
3. A site visit to your home or the premises may be arranged for a further inspection of anything specific to the complaint.
4. Upon a full investigation a detailed final written reply to your complaint, including suggestions for resolving the matter will be formed and sent. This will be within 14 days from that date of your acknowledgement letter from ourselves.
5. A complaint will be considered 'closed' if you respond and conclude based on our full investigation. Failure to respond within 14 days of receiving the final written reply will also be considered as 'closed'.

Please Note: Where a complaint is received and dealt with by the close of business following the day of receipt of the complaint the above procedures do not need to be followed. However, a record will be made and kept of the complaint and its resolution.