

Complaints Procedure

Here at Tri Tec Windows Ltd, we provide expert and professional installations for all our clients. However, in the very rare case something goes wrong, we want to make sure you are fully covered.

Please write to us at the address above, with the details of your complaint and we will carefully consider it. If you have not heard from us within two weeks, then you may pass your complaint to [FENSA](http://www.fensa.co.uk) whose complaints procedure is available under FAQs on their website www.fensa.co.uk.

Our Complaints Procedure

- You will receive a letter which acknowledges the receipt of your complaint. We will send out a letter within three working days of receiving your complaint
- Your complaint will be investigated and passed on to our Managing Director; where your complaint will be reviewed.
- We will aim to resolve your complaint and will contact you within five working days of the acknowledgement letter being sent.
- Our Managing Director will write to you directly, confirming the agreed solutions. If you are not satisfied with the offered solutions, then we will arrange a convenient time to meet with you to discuss your complaint.

At Tri Tec Windows Ltd we are committed to providing you with an excellent customer service.

Please contact us on: **01245 248066** if you have any further enquiries.