



Manchester Windows Ltd

Telephone: 0161 870 7527

Freephone: 0800 232 1714

Email: Sales@manchesterupvc.com

www.manchesterupvc.com

Complaints Procedure

At Manchester Windows UK LTD we strive to provide a first-class service to all our customers. However, there may be an occasion when you are not happy with the service that you have received.

If you have any queries, suggestions or complaints:

In the first instance, if you wish to complain about our services, please speak to a member of staff who will try to sort things out for you directly or will put you in touch with someone who can help. Please see contact details below:

Manchester Windows Ltd

Unit 13, City Way Industrial Estate, Square Street, Bradford BD4 7NP

www.manchesterwindows.co.uk

0161 870752

2. If you send your complaint by email or post, we will aim to send an initial acknowledgement of receipt of a complaint within 3 working days and a full response to complaints within 10 working days of receipt. If they cannot respond fully within 10 working days, they will keep you informed on the progress of our investigation.

3. We will try to put things right the first time, but if you are not satisfied with the way your complaint is handled and wish to take the matter further, you can contact our Competent Person Scheme, Certass however please contact Manchester Windows uk ltd as detailed above in the first instance.

If you are still dissatisfied having followed all the stages of our internal complaints procedure, you may apply to Certass for an independent investigation of your complaint. Please write to the following address or use the telephone, fax or email details below;

Certass Ltd
PO BOX 26332, Ayr,
KA7 9BJ
01292292099
info@certass.co.uk