

## Complaints Procedure

At ACE Windows (NE) 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:

1. 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.
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.

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

Certass Ltd  
37 Carrick Street  
Ayr  
KA7 1NS

Tel: 01292 292095  
Fax: 01292 291108  
E-mail: [info@certass.co.uk](mailto:info@certass.co.uk)