

## Anglian Complaint Procedure

If you have a complaint we want to know as soon as possible to help us put things right promptly. Just contact our Customer Services Team with your details and a description of your problem. We are here for you Monday to Friday from 9.00am-5.30pm.

**Chat to us:** livechat via our website [www.anglianhome.co.uk](http://www.anglianhome.co.uk)

**Call us:** 0800 988 9398

**Email us:** [customer.services@angliangroup.com](mailto:customer.services@angliangroup.com)

**Write to us:** Anglian Home Improvements  
Customer Services  
Liberator Road  
Norwich  
NR6 6EU

### Out of Hours

In case of an emergency please contact us on 0800 500 600. This emergency line is open Monday to Friday 5.30pm-9.00pm and Weekends/Bank Holidays 9.00am-5.00pm.

### However you contact us, we will:

- Send you an automated response to let you know we've received your query
- Contact you with details of who will be responsible for investigating any issue along with their contact details
- Do everything we can to resolve things as quickly as possible
- Endeavour to return phone calls and emails within 5 working days
- Arrange a service appointment with an engineer if necessary or replace parts as required.
- Keep you regularly informed of progress throughout
- Provide a final response within eight weeks or explain why this isn't possible

Anglian are members of The Glass and Glazing Federation and if you are not satisfied with the outcome you may ask them to look into your complaint. You should contact them within 6 months of our final response with an overview of your complaint and a copy of your contract.

### You can contact The Glass and Glazing Federation:

**In writing:** The Glass and Glazing Federation  
40 Rushworth Street  
London  
SE1 0RB

**By telephone:** 0207 939 9101

**By email:** [conciliation@ggf.org.uk](mailto:conciliation@ggf.org.uk)

**Website:** [www.ggf.org.uk](http://www.ggf.org.uk)

Where your complaint relates to a financial services matter it will be forwarded to our compliance department. Please see overleaf for full details.

## Financial Services Complaints Procedure

All financial services complaints will be investigated and overseen by our Compliance Department.

### **The Compliance Department will:**

- Acknowledge your complaint.
- Tell you who is investigating the matters raised and provide you with their address and telephone number.
- Carry out a thorough and impartial investigation.
- Do everything we can to resolve things as quickly as possible.
- Provide a written response within 8 weeks of receiving your complaint, informing you of the results of our investigation or explain why this isn't possible.

If you are not satisfied with the outcome of our investigation you may be entitled to refer your complaint to the Financial Ombudsman Service.

### **The Financial Ombudsman Service**

The Financial Ombudsman Service exists to help resolve certain complaints when we have not been able to resolve your complaint to your satisfaction. The scheme is entirely free to use.

You should contact the Financial Ombudsman Service within 6 months from the date of our written response. They will also look into your complaint if we have not provided you with a written response within 8 weeks of receiving your complaint.

### **You can contact the Financial Ombudsman Service:**

**In writing:** The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**By telephone:** 0800 023 4567

**By email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

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