

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

Call us: 0800 988 9398

Email us: 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:

- Let you know we've received your query
- Tell you who will be responsible for investigating along with their contact details
- Endeavour to return phone calls and emails within five working days
- Do everything we can to resolve things as quickly as possible
- Do what we can to attend within fourteen days if a visit to your property is needed
- 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

Website: 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
Website:	www.financial-ombudsman.org.uk