



*Pro* Glazing Ltd

**0208 451 4040**

**07507 800 321**

[Sales@ProGlazing.co.uk](mailto:Sales@ProGlazing.co.uk)

# Complaints Procedure

*Pro* Glazing - serving London 24 hours a day 7 days a week 360 days a year.

## **Our complaints policy**

We are committed to providing all our customers the highest possible standard of service within our reach. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

## **Our complaints procedure**

If you have a complaint, please write to Layla Serroukh at - 211 High Road Willesden London NW10 2SB with your details.

## **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Customer care team, who will review your matter and speak to the member of staff in question.
3. Our customer care team will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions agreed.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our customer care team's suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the company to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then contact the Brent and Harrow Trading Standards for an independent investigation of your complaint.