



At **Celestial Windows** 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, **The Double Glazing and Conservatory Ombudsman Scheme (DGCOS)**.

If you are still dissatisfied having followed all the stages of our internal complaints procedure, you may apply to **The Double Glazing and Conservatory Ombudsman Scheme (DGCOS)** for an independent investigation of your complaint. Please write to the following address or use the telephone, fax or email details below;

The Double Glazing and Conservatory Ombudsman Scheme (DGCOS)

**Astley House,
29 Queens Road,
Chorley,
Lancs,
PR7 1JU**

Tel: 01257 235820

Fax: 01257 235827

E-mail: info@dgcadmin.co.uk

Closing a complaint

We will consider a complaint closed when we have made our final response to the customer. This does not prevent a customer from exercising any rights they may have to refer the matter to the Financial Ombudsman Service.

Financial Ombudsman Service

We will co-operate fully with the Ombudsman in resolving any complaints made against us and agree to be bound by any awards made by the Ombudsman. The firm undertakes to pay promptly any fees levied by the Ombudsman.

How Long You Have to Complain to the Financial Ombudsman Service

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of the date the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 020 7964 0500 (if calling from abroad)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk