

## Complaints Procedure

If you are not completely happy with our service we would like to hear about it, that way we can put it right.

We do everything we can to make sure our customers get the best products and the best service possible, however, sometimes we may not get things right first time.

We want to:

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly and without delay
- Make sure you are happy with how your complaint was handled

How and where to complain:

If you are not happy with any aspect of our products / service you can tell us about your complaint in the following ways:

- In Person – Malbern Windows, Unit 3, Holland Street, Denton, M34 3WE
- In Writing - Write to us at the above address, letter addressed to The Complaints Department
- By Email: info@malbernwindows.co.uk
- By Telephone – 0161 320 5801

Any other form of contact will not be deemed acceptable and will not be taken as an official complaint

How Long Will It Take?

We will aim to resolve your complaint straight away but if we can't we will contact you within 12 business days to tell you:

- Why we have not resolved your complaint
- Who is dealing with your complaint
- When we will contact you again

We will usually resolve your complaint quickly but if it's complex it may take longer. We will keep you informed on a regular basis but if you need an update please call us on the number above and ask to speak to the person dealing with your complaint.

If we cannot agree a solution within 8 weeks and **your complaint relates to our credit brokerage service** we will:

- Send a letter or email giving our reasons for the delay and an indication of when we expect to provide a final decision
- Issue our final decision letter which will explain our final decision.
- Our aim is to resolve all **credit brokerage related complaints** internally. However if after receiving our final position letter or 8 weeks have passed you may have the right to refer your complaint to the Financial Ombudsman Service (FOS).

If you want the FOS to look into your complaint you must contact them within six months of the date of our final decision letter.

Financial Ombudsman Service  
Exchange Tower, London, E14 9SR  
Telephone: 0800 0234567  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further helpful information can be obtained from visiting their website at: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Malbern Windows is authorised and regulated by the Financial Conduct Authority. We act as the credit broker and not the lender. We are not paid any commissions by the lenders.

If your complaint relates to products that have **not** been purchased through our credit brokerage services then you would be entitled to complain to  
Certass

FAO: Certass Quality Manager Certass Ltd PO BOX 26332 Ayr, KA7 9BJ Tel: 01292 502 396 Email: [info@certass.co.uk](mailto:info@certass.co.uk)