

Alan Joy

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WINDOWS LTD

ALAN JOY WINDOWS COMPLAINTS PROCEDURE

If you are dissatisfied with any part of your installation/contract with Alan Joy Windows please contact us, in the first instance;

Include your contract number and contact details to :

Email: info@alanjoywindows.co.uk

Tel: 01225 703000

Write: Alan Joy Windows Ltd, 541 Outmarsh, Melksham, SN12 6NE

We aim to respond within 7 working days and will provide you with a contact who will be dealing with your complaint.

We hope to resolve any issues promptly and will make every reasonable effort to reach an agreement regarding any problems you may have.

If you are still dissatisfied with our decision there are organisations you can refer your complaint to, which are:

Trading Standards Institute

Citizens Advice

FCA – Financial Conduct Authority

Alan Joy Windows Ltd.

541 OUTMARSH, MELKSHAM, SN12 6NE

Telephone: 01225 703000 Fax: 01225 791291

e-mail: info@alanjoywindows.co.uk www.alanjoywindows.co.uk

Directors: A. P. Hemmings, K. J. Lewis, R. Davis, I. Dowell

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