



Complaints Procedure

At Emerald Windows and Doors, we are dedicated to providing high-quality service and products. If you're not completely satisfied, please let us know so we can address your concerns and make things right.

How and to Submit a Complaint

If you wish to raise a complaint, please contact us through any of the following methods:

Phone – 01793 700142

Email – info@emeraldupvcwindows.com

Post – Emerald House, The Brow, Haydon Wick, Swindon, Wiltshire, SN25 1HT

To help us address your issue efficiently, please include:

- Your full name and contact details
- A detailed description of your complaint
- Relevant dates, reference numbers, and any supporting images or documents.

What to Expect

We aim to resolve complaints as quickly as possible, ideally upon first contact. If we need more time to investigate, we will:

- Acknowledge receipt of your complaint within 2 working days
- Provide an initial response within 10 working days
- Keep you informed if further investigation is needed, including an updated resolution timeline.

If you're unsatisfied with our initial response, please let us know. We will work to find a further resolution if possible.

If We Cannot Reach an Agreement

If your complaint remains unresolved, you may escalate it to an independent organisation for mediation and additional support:

The Consumer Protection Association (CPA)

Phone – 01462 850064

Email – info@thecpa.co.uk

The Glass and Glazing Federation (GGF)

Complaint Form – [GGF Complaint Form](#)

The GGF can assist with complaints involving:



- Compliance to the GGF Consumer Code.
- Compliance with applicable approved documents (Building Regulations).
- Compliance to Approved BS, EN & ISO Standards.

Financial Services Complaints

If your complaint relates to finance and you are not satisfied with receiving our final response, or if 8 weeks have passed you have the right to refer your complaint to:

The Financial Ombudsman Service (FOS)

If you would like the FOS to investigate your complaint, you must contact them within 6 months of our final response

Complaint Form - [FOS Complaint Form](#)

Our complaints procedure should ensure you're kept informed every step of the way, with all resources necessary to achieve a satisfactory resolution. Thank you for allowing us the opportunity to address any concerns.