

## Stage 1 Contact to the Installer

In the first instance you should tell the company concerned that you have a complaint and that you want them to look at it under their internal complaints procedure.

As a requirement of their registration all **CORGI Fenestration** contractors have a complaints procedure that should be easy to follow; you should put your issues in writing to them as this is their chance to resolve your complaint at the earliest opportunity.

**CORGI Fenestration** will not normally consider your complaint unless you have tried this first. If the company has not dealt with your complaint within 28 days of receiving it in writing or you have exhausted the company's in-house complaints handling procedure, whichever is the sooner, you can then refer it to us.

## Stage 2 Contact us

If you are unable to resolve your complaint with the company then you should contact us. In order to give us all the relevant information we need to review your case, we will ask you to complete our complaints form.

Our first concern is ensuring the work carried out meets the required standards and most complaints are within our scope but there are some areas that we cannot help with. These are:

- The work in question is older than ten years
- The work is not finished or in a position to be certified to us as complete
- The work has been altered by other contractors
- The complaint is about financial matters or contractual issues
- You have already accepted a settlement offer from the company
- You have already started legal action
- Or if both parties have agreed to have the matter dealt through the Arbitration service

## Stage 3 The resolution process

Once we have determined that your complaint is within our scope we will contact the company on your behalf. You must be willing to allow the company the opportunity to rectify the work on your installation.

In all cases we will review the information provided and approach the company in order to determine the best approach. We may need to inspect the work in question with the company. Should this be the case we will arrange a convenient time and date with you.

If there is a circumstance where an agreement cannot be reached, or is not being adequately delivered then either legal action or Alternative Dispute Resolution options will be recommended. We will help you to proceed with either of these options.

**Note:** Where the complaint relates to work carried out under CPS the complaint will also be passed to our contracted third party.

## Additional Support Services

If, for whatever reason, your complaint is not covered by us or we are unable to resolve your complaint there are a number of alternatives available for you to consider:

### Mediation

This service provides members of the public and businesses with a simple low-cost method of resolving a wide range of civil disputes out of court.

More information: <http://civilmediation.justice.gov.uk>

### ADR

Alternative dispute resolution (ADR) can be used where there is an unresolved dispute between a consumer and a company. If you are thinking of taking a company to court, judges may expect you to have considered using ADR before you start court action. Costs will be incurred when using Alternative Dispute Resolution.

More information: [www.citizensadvice.org.uk/consumer/alternative-dispute-resolution/settling-out-of-court/who-offers-alternative-dispute-resolution-adr/](http://www.citizensadvice.org.uk/consumer/alternative-dispute-resolution/settling-out-of-court/who-offers-alternative-dispute-resolution-adr/)

### Small Claims Court

You can apply to a county court to claim money you're owed by a person or business. This is known as making a court claim. It often used to be known as taking someone to a 'small claims court'. More information: [www.gov.uk/make-court-claim-for-money](http://www.gov.uk/make-court-claim-for-money)

## Additional advice can be obtained from:

### Citizens Advice

Tel: 0345 404 0506

Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### Trading Standards

Tel: 0345 404 0506

Web: [www.tradingstandards.uk/consumers/support-advice](http://www.tradingstandards.uk/consumers/support-advice)

### Financial ombudsman

Tel: 0800 023 4567

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### Local Authority Building Control

Tel: 020 7091 6860

Web: [www.labc.co.uk](http://www.labc.co.uk)

### Which

Tel: 020 7770 7000

Web: [www.which.co.uk](http://www.which.co.uk)