

# COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

## OUR PROCEDURE

Either call us on 01482 812 588

Or write to us at 55 Galfrid Road, Bilton, Hull, HU11 4HL  
(please request proof of receipt if posting)

Or Email us [mail@watersidewindows.com](mailto:mail@watersidewindows.com)

We aim to respond within 2 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Waterside Windows Ltd is a member of Independent Network, part of Network VEKA Ltd. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. In the first instance please submit your concern online at [www.inveka.co.uk](http://www.inveka.co.uk), selecting "Your Guarantee" and completing the online form. Alternatively, they can be contacted by telephone on 0800 800080.