



## JWS Home Improvements Ltd

Unit 4 Millfield Business Park  
Millfield Lane  
Haydock  
St Helens  
WA11 9UT  
01744 747030  
Company Number: 07581714



## COMPLAINTS PROCEDURE

### Complaints Policy

JWS Home Improvements Ltd is committed to providing the highest quality home improvement service to all our customers. When something goes wrong we need you to tell us about it. This will help us to resolve the issue swiftly and improve our standards of service.

If you have a complaint of any kind please contact us with the details, ideally in writing emailed to [survey@jwshome.co.uk](mailto:survey@jwshome.co.uk) or by post to Unit 4 Millfield Business Park, Millfield Lane, Haydock, WA11 9UT.

### Complaints Process

1. We will send you a letter via post or email acknowledging receipt of your complaint within 7 working days of receiving it, included will be a copy of this Complaints Procedure Document.
2. We will then investigate your complaint. This will normally involve passing your complaint to our nominated staff member- Neil Saville, who will review your complaint and speak to the team that worked on your installation.
3. Our nominated staff member- Neil Saville, will then arrange a visit to your home or the premises where the installation took place to discuss and hopefully resolve your complaint. We will do this within 14 business days of sending you the acknowledgment letter, subject to your availability.
4. Within 5 business days of the visit our nominated staff member- Neil Saville, will write to you confirming what took place and any solutions that were agreed with you.
5. If you do not want this visit or if it is not possible, our nominated staff member- Neil Saville, will send you a detailed written reply to your complaint including suggestions for resolving the matter. This reply will be sent within 21 business days of sending you the acknowledgment letter.
6. A complaint will be considered 'closed' if you write to accept the findings of our response or fail to respond within 6 weeks of receiving the communication from our nominated staff member - Neil Saville, detailed in points 4 or 5 above.

**Please Note:** Where a complaint is received and dealt with by close of business the day following receipt of the complaint, the above procedures do not need to be followed. A record of the complaint and subsequent resolution will still be kept on file.

### If Your Complaint Relates To Your Finance Agreement

If your complaint relates to the finance linked to your purchase you can still let us know about this, but we will forward it on to your credit provider.

They will acknowledge your complaint, investigate it thoroughly, and issue their response within 8 weeks.