

## **Mourne Windows & Doors Complaint Procedure**

If you have a complaint we want to know as soon as possible to help us put things right promptly. Just contact our Customer Services Team with your details and a description of your problem. We are here for you Monday to Thursday from 9.00am to 5.30pm and Friday from 9.00am to 4.00pm.

**Call us:** 028 406 38454

**Email us :** [info@mournewindows.com](mailto:info@mournewindows.com)

**Write to us:** Mourne Windows & Doors

Customer Services

2 Newry Road

Hilltown

Newry

Co. Down

BT34 5TG

However you contact us, we will:

- Let you know we have received your query
- Tell you who will be responsible along with their contact details
- Endeavour to return phone calls and emails within 2 working days
- Do everything we can to resolve things as quickly as possible
- Keep you regularly informed of progress throughout

Mourne Windows and Doors are members of the Glass and Glazing Federation and if you are not satisfied with the outcome you may ask them to look into your complaint. You should contact them within 3 months of our final response with an overview of your complaint and a copy of your contract.

You can contact the Glass and Glazing Federation:

**In writing:** The Glass and Glazing Federation

Conciliation Department  
40 Rushworth Street  
London SE1 0RB

**By telephone:** 0207 939 9101

**By email :** [conciliation@ggf.org.uk](mailto:conciliation@ggf.org.uk)

### **If we cannot reach agreement with you?**

If we can't agree a solution with you within eight weeks, we will:

- Send a letter giving our reasons for the delay and an indication of when we expect to provide a final decision.

OR

- Issue our final decision letter which will explain our final position.

### **The Financial Ombudsman Service**

Our aim is to resolve all complaints internally. However, if after receiving our final decision letter, or if eight weeks have passed (this is sometimes referred to as the "eight week rule"), you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The eight weeks start from the date a complaint is received anywhere in our business. Their contact details are shown below.

**Please note:** Only complaints relating to the sale of financial services should be referred to FOS.

### **Financial Ombudsman Service can be contacted in writing:**

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: 0800 023 4567 (free for most people ringing from a fixed line) or 0300 123 9123 (cheaper for those calling using a mobile) or 44 20 7964 0500 (if calling from abroad)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information can be obtained from the Financial Ombudsman Service's website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)



## **CUSTOMER COMPLAINTS**

If you are not satisfied with any aspect of our service or products relating to your finance agreement, please tell us about your complaint.

**Telephone:** 028 406 38454

**Email:** [info@mournewindows.com](mailto:info@mournewindows.com)