

Getty Glass

windows doors verandas

Complaints Policy

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please advise us of the details.

All complaints must be submitted in writing or by electronic mail.

What will happen next?

We will acknowledge receipt of your complaint within 5 working days of receipt, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally involve speaking to member(s) of staff, contractors and any manufacturers or suppliers concerned.

We will then endeavour to send a final response to you within 4 weeks of initial receipt of your complaint. If we are unable to provide you with a final response within this timeframe we will send you an update.

Should we be unable to provide you with a final response within 8 weeks or you are dissatisfied with our final response you may contact the Glass and Glazing Federation (GGF) Conciliation Service. www.ggf.org.uk

As a member company of the Glass and Glazing Federation (GGF) our customers have access to both the GGF Conciliation Service and the Glazing Arbitration Scheme (TGAS). This is an independent Alternative Dispute Resolution (ADR) scheme and the primary ADR for the Glass and Glazing industry within the UK. It is operated by the Chartered Trading Standards Institute certified body known as the Centre for Effective Dispute Resolution (CEDR). www.tgas.org.uk

