



Harrogate Glass Solutions Ltd Complaints Handling Policy

Our complaints policy

We are committed to providing a high quality glass and glazing service to all our clients. When something goes wrong, we need you to tell us about it. This not only will help us to improve our standards but give Glass Solutions an opportunity to ensure that the result is a resolution to the problem.

If you have a complaint, please contact us with the detail. Our aim is to resolve any complaint or understand a plan to resolve the complaint within 2 weeks. We will investigate the detail of the complaint and follow the below procedure: -

What will happen next?

1. We will investigate your complaint. This will normally involve passing your complaint to the office Director who will review your matter.
2. We would contact you within 24 hours of the complaint being raised to discuss.
3. We would hopefully resolve the matter during the contact and ensure we detail any solutions agreed with you.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Managing Director to review the situation.
5. We will confirm our final position on your complaint and explain our reasons.