



Edinburgh Windows and Doors – Complaints Procedure

At Edinburgh Windows and Doors, we are committed to providing high-quality products and excellent customer service. However, we understand that sometimes things may not go as planned. If you're not satisfied with any part of our service, we want to hear from you so we can put things right.

Step 1: Contact Us

If you have a complaint, please contact us as soon as possible. You can do this by:

- **Phone:** 01506 168 204
- **Email:** info@edinburghwindowsanddoors.co.uk
- **Post:** Edinburgh Windows and Doors, 2C Young Square, Brucefield Industrial Park EH54 9BX

Please provide your name, contact details, and a brief description of the issue. If possible, include your order number or job reference.

Step 2: Acknowledgement

We will acknowledge your complaint within **2 working days** of receiving it.

Step 3: Investigation

A member of our team will investigate your complaint thoroughly and fairly. We may contact you for further information or to arrange a site visit if necessary.

Step 4: Resolution

We aim to resolve all complaints within **10 working days**. If the issue is more complex and requires more time, we will keep you informed throughout the process.

Step 5: Further Action

If you are not satisfied with the outcome, you may request a review of your complaint by a senior manager. If the issue still remains unresolved, you may be able to refer the matter to an independent dispute resolution service or relevant trade body (e.g. FENSA or DGCOS if applicable).