

Our step-by-step complaints procedure

If you are not completely happy with our service, we would like to hear about it, so we can do something to put it right.

We do everything we can to make sure our customers get the best products and service possible. However sometimes we may not get things right the first time. When that happens, we want you to tell us what went wrong so we can put matters right. We want to:

- Make it easy for you to tell us what went wrong
- Give your complaint the attention it deserves
- Resolve your complaint fairly and without delay
- Make sure your satisfied with how your complaint was resolved

How and where to complain

If you are not satisfied with any aspect of our service or products you can tell us about your complaint in the following ways:

In person- come into our office – Unit 63, Chartwell Drive, Wigston, Leicester, LE18 2FS. We are open 8am-5pm Monday to Friday

In writing – write to us at the address above and address the letter to 'The complaint manager'

By telephone – you can call us on 0116 2884455 and ask for the customer services department

By email – you can send us an email to service@verdihomeimprovements.co.uk

In the case of any dispute arising we will provide details of the GGF's Conciliation Scheme and The Glazing Arbitration Scheme (www.tgas.org.uk) administered by the Centre for Effective Dispute Resolution.

How long will it take?

We aim to resolve your complaint straight away and write to you to confirm, but if we can't then we will contact you within five business days to tell you

- Why we have not resolved your complain
- Who is dealing with your complaint
- When we will contact you again

We will keep you informed on a regular basis but if you need an update please call us on the number above and ask to speak to the person dealing with your complaint

If we cannot reach agreement with you

If we can't agree a solution with you within eight weeks of receiving your complaint, we will send a letter giving our reason 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, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). Their contact details are shown below.

Please note: only complaints relating to the sale of financial services should be referred to FOS

If you would like Financial Ombudsman Service to investigate your complaint you must contact them writing six months of the date of our final response letter

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Or you can telephone on: 0800 023 4567

Or you can email on: complaint.info@financial-ombudsman.org.uk

Further information can be obtained from the Financial Ombudsman Service's website at www.financial-ombudsman.org.uk

Verdi Home Improvements are authorised and regulated by the Financial Conduct Authority as a credit broker.