



## COMPLAINTS POLICY

We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call us on 01782 279081 or write to us at: Strata Ltd, Forge Lane, Festival Park, Stoke on Trent, ST1 5NP. Alternatively, you can email us at [all@stratawindows.co.uk](mailto:all@stratawindows.co.uk)

We aim to respond within 24 hours of receiving your complaint and where possible, we will provide you with a date to remedy any issues raised.

Where we cannot resolve any complaints using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer the complaint to them please contact 0333 241 3209 or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership>