



**Where your home matters**  
WINDOWS • DOORS • CONSERVATORIES

## STEP-BY-STEP COMPLAINTS PROCEDURE

If you're not completely happy with our service we'd like to hear about it – that way we can do something to put it right.

We do everything we can to make sure our customers get the best products and services possible. However, sometimes we may not get things right 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 without delay
- Make sure you are satisfied with how your complaint was resolved

### How and where to complain

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

**In person** – call into our office anytime between Monday and Friday, from 10am to 5pm. Our address is 1 Olympus Close, Ipswich, Suffolk IP1 5LJ

**In writing** – write to us at the above address and address your letter to “The Customer Complaints Manager”  
By telephone – call us on 01473 467171 (and press option 4) during the office hours above and ask for the “Customer Services Department”

**By email** – send your email to [complaints@sehbac.com](mailto:complaints@sehbac.com)

### How long will it take?

We aim to resolve your complaint straight away but if we can't we will write to you within 5 business days to tell you:

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

We will usually resolve your complaint quickly but if it is complex it may take longer.

We will keep you informed on a regular basis but if you need an update please call us on 01473 467171 (and press option 4) and ask for the person handling your complaint.

If we cannot agree a solution with you within eight weeks, we will:

- Send you a letter explaining our reasons 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 after eight weeks have passed you may have the right to refer your complaint to the Financial Ombudsman Service (FOS).

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

### Contacting the Financial Ombudsman Service

If you want the Financial Ombudsman Service to look into your complaint you must contact them within six months of the date of our final response letter.

**In writing** – send your letter to The Financial Ombudsman service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

**By telephone** – Call the FOS on 0800 023 4567

**By email** – send your email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further helpful information can be obtained from visiting the Financial Ombudsman Service website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)