



INSURED WINDOW GUARANTEES

Complaints Procedure

Please complete pages 1 and 2 of this form and return them, signed and dated, to
The Managing Director, IWG Ltd, Cora House, 20 Gills Yard, Wakefield WF1 3BZ.

Name	
Address	
Email Address	
Contact telephone No	
Certificate No.	
Signed	
Date	



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**Details of
your
complaint**

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What we'll do to resolve your complaint

- We'll be in touch with you as soon as we can and let you know what will happen next
- We'll treat your complaint fairly
- We'll resolve your complaint as soon as possible and we will try to do this within 10 working days
- For more complex issues it's likely that we will need longer to look into what's happened and we may ask you for further information to help us reach a decision
- We'll give you regular updates
- And once we've dealt with your complaint, we'll go back and see what we can learn from your experience.

If you're not happy with our response to your complaint

If you feel we've not considered all of your issues or you can provide further information, please let us know and we'll be happy to review it. But if you're unhappy with the outcome you can ask the Financial Ombudsman Service (FOS) to carry out an independent review of your complaint. In any event, you have the right to ask the FOS to review your complaint if we've been unable to resolve it within 8 weeks.

If you are unsure whether the FOS will consider your complaint, please contact them directly for advice. The service the FOS provides is free and impartial and contacting them at any stage of your complaint will not affect your legal rights.

The contact details for the FOS are:

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Their phone numbers are **0300 123 9123** (free from most mobiles) or **0800 023 4567** (free from landlines).

You can send an e-mail to: complaint.info@financial-ombudsman.org.uk

Or you can log on to their website: www.financial-ombudsman.org.uk