

Customer complaints procedure

At New Ferry Glass & Glazing Ltd we strive to provide first class service to all our customers. However, there may be an occasion when you are not happy with the service that you have received. If you have any queries, suggestions or complaints :

1. In the first instance, if you wish to complain about our services, please speak to a member of staff who will try to sort things out for you directly, or will put you in touch with someone who can help. You can contact us on :

New Ferry Glass & Glazing Ltd
67 New Chester Road
New Ferry
CH62 1AB

Email : newferryglass@gmail.com
Tel : 0151 644 6303

2. If you send your complaint by email or post, we will aim to send initial acknowledgement on receipt of a complaint within 3 working days and a full response to complaints within 10 working days, we will keep you informed on the progress of our investigation.

3. We will try to put things right the first time, but if you are not satisfied with the way your complaint is handled and wish to take the matter further, you can contact our competent person scheme Certass Ltd. However please contact New Ferry Glass and Glazing Ltd as detailed above in the first instance.

If you are still dissatisfied having followed all the stages of our internal complaints procedure, you may apply to Certass Ltd for an independent investigation of your complaint. Please write to the following address or use the telephone, fax or email details below :

Certass Ltd
37 Carrick Street
Ayr
KA7 1NS
Tel : 01292 292 095
Fax : 01292 611 723
Email : info@certass.co.uk