



Canterbury Window Systems
Manufacturer of uPVC door's, windows
and aluminium bi-fold doors

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Complaints Form

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 complaints procedure below and we will respond promptly to ensure complete satisfaction.

Complaints Process

- 1 We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of an intervention form to be filled out and returned to us.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to our operations team who will review your complaint and speak to the team that worked on your installation.
- 3 We will then arrange a visit to your home – or the premises where the installation was undertaken if needed, to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
- 4 Within five days of the visit, we will write to you to confirm what took place and any solutions that were agreed with you.



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INTERVENTION REQUEST FORM

Your Name	
Your Address	
Installation address (if different from above)	
<u>e-mail</u>	
<u>Telephone number</u>	
<u>Date of installation</u>	
<u>Type of intervention requested:</u>	<u>Service:</u> <u>Repair</u> <u>Warranty:</u> <u>Other</u>
<u>Any previous intervention by CWS? If yes, please provide date:</u>	
<u>Is this under warranty?</u>	
<u>Date warranty began:</u>	
<u>What is the issue/ problem/ concern? If possible please add photos</u>	
<u>Please provide any relevant documentation. CWS warranty, Invoice, proof of payment etc.</u>	