



## Complaint Handling Procedure

How we deal with your enquiries and complaints.

Our aim here at Ridon Glass Ltd is to always provide a high quality service for all our customers but we recognise that things unfortunately do go wrong occasionally.

We take all complaints we receive seriously and aim to resolve all our customers' problems promptly (within the terms of current regulations and product availability).

We recommend that the sooner you bring any concerns to our attention the sooner we can resolve it.

Ridon Glass Ltd will always endeavour to comply fully with the terms and conditions of our contractual agreement as we appreciate and value all our customers.

On receipt of your complaint (whether received by telephone, letter, email or fax) the matters raised will be investigated.

### **Ridon Glass complaints handling procedure.**

To take your enquiries:

Monday to Friday 09:00 to 16.00 hrs; contact details are below.

Ridon Glass Ltd.  
Bridge House  
120-124 Macnaghten Road  
Bitterne  
Southampton  
Hampshire SO18 1GH  
Tel: 023 8022 5622  
Fax: 023 8022 5623  
email: [info@ridonglass.co.uk](mailto:info@ridonglass.co.uk)

Advise you clearly who is investigating your complaint.

Carry out a thorough investigation into the matters you have raised and instigate any action.

Ensure that all correspondence is detailed in clear English.

Maintain contact until completion of our contractual agreement.

We aim to resolve all issues (as per our terms and conditions) within 8-10 weeks.

In the unlikely event that you are not satisfied with our response you may be entitled to refer your complaint to The Glass and Glazing Federation, at the following address:

The Glass and Glazing Federation  
44-48 Borough High Street  
London  
SE1 1XB