

# Wardgroup

— GLASS & GLAZING —

## Wardgroup Glass & Glazing Complaint Form

This form is to be used to Officially Register a Complaint with the Company and should only be used (if appropriate) once any remedial work has been completed. Please complete all the sections below and post to:-

**Wardgroup, Furness Business Park, Barrow in Furness, Cumbria, LA142NW**

- 1 Your Contract/Reference number with us.....
- 2 Your Name.....
- 3 Your Address.....  
Town..... Post Code.....
- 4 Tel No. Home..... Work..... Mobile.....
- 5 What is the name of the principal person you dealt with.....
- 6 On approximately what date did the problem arise?.....
- 7 What is the nature of your complaint?.....  
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PTO

If you have any documents to support your claim, for example letters or quotes please send copies with this form for consideration.

To be signed by person/persons making the complaint

Signed..... Date.....

Signed..... Date.....

**Further Action**

1. Where the facts are disputed by The Company, or an agreed resolution of the dispute is not possible, our complaint handler may arrange for a conciliator / mediator to investigate the complaint and seek an agreed resolution usually in the first instance using The Double Glazing and Conservatory Quality Assurance Ombudsman Scheme (DGCOS) conciliation / mediation services.
2. Where conciliation / mediation is not considered appropriate or the conciliation / mediation fails to bring the matter to a conclusion, you or The Company may request that the matter be referred to the Quality Assurance Ombudsman. The Ombudsman is entirely independent of member companies and has full autonomy and authority to provide a dispute resolution facility. The Ombudsman is able, amongst other things, to dismiss the complaint, to reprimand the Member, dismiss or remove the Member from the approved list of DGCOS Members, award compensation or issue a specific performance award and once the complaint has been brought to a conclusion, request any outstanding monies which may be owed are settled in full within a reasonable timescale.

Further information is available by contacting

In the first instance

The Double Glazing and Conservatory Quality Assurance Ombudsman Scheme  
Centurion House  
129 Deansgate  
Manchester, M3 3WR  
Tel: 0845 0538975 | Fax: 0845 0538972

In the case of failure of initial complaint process or mediation

QA Ombudsman Chambers  
Manchester Legal Centre  
3<sup>rd</sup> Floor, 64 Bridge Street  
Manchester, M3 3BN  
Tel and Fax: 0870 9015581

\* Note: In some businesses, the 'Complaint Handler' could be the proprietor, partner or one of the Directors or other persons appointed by the Member to deal with the complaint.  
The Double Glazing and Conservatory Quality Assurance Ombudsman Scheme and The Ombudsman can only investigate complaints about Members. If in doubt contact the Scheme for further advice.