



COMPLAINTS POLICY

As a business 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.

Our Procedure

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can indicating the concerns. We need this in order for us to understand and assign the correct action so that we can rectify any problems as soon as possible.

Either call us on 01793 976336

Or write to us at:

MPB Windows and Doors

18 Henman Close

Abbey Meads

Swindon

Wiltshire

SN25 4ZW

(please request proof of receipt if posting)

Or email us at: contactus@mpbwindows.co.uk

We aim to respond within three days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Michael Barclay T/A MPB Windows and Doors

18 Henman Close

Abbey Meads, Swindon, Wiltshire SN25 4ZW

Telephone 01793 967336

E-Mail contactus@mpbwindows.co.uk

www.mpbwindows.co.uk