

COMPLAINTS POLICY

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.

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

In the unlikely event that there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible.

Our Procedure

Either call us on 0121 430 8713

Email us at : enquiries@royalewindows.co.uk

Or right to us at : 7 Glenavon Road

Kings Heath

Birmingham. B14 5DD

(please request proof of receipt of posting)

We aim to respond within 5 working days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised